

City of Austin

Community Survey

Appendix A –

Open-Ended Comments

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

September 2017



Overview

At the end of the survey, respondents were given the option of providing written comments. The survey read as follows: *“If there was ONE thing you could share with the Mayor regarding the City of Austin (any comment, suggestion, etc.), what would it be?”*

While the results in this Appendix are not statistically valid, they provide useful insights for interpreting the reasons behind citizens’ survey responses. The results were recorded verbatim, so spelling and grammatical errors have not been corrected.

- 1) restaurant health inspection enforced. 2) Over charging on water bill. 3) High taxes on housing and hotel rooms 4)why cyclist and bikers has more rights than motorist and most cyclist are very aggressive and do not follow road safety rules. 5) aggressive drivers breaking the laws driving slow/fast because they are using cellphones and do not obey traffic signals. 6)commercial Real estate agents never return calls when you try to call them about available properties also discriminate about on who should they lease to ,by saying we only looking for chain restaurants, or big corporations that is if they ever return your calls. 7) commercial realtors requiring small businesses to make them sign a personal guarantee which they can take your personal property if it happens your business fail like your house has to be collateral I thought that was illegal but if you do not sign papers you have no chance of renting a location . 8)local city officials must investigate how commercial realtors and Real estate agents and owners properties illegal practice. 9) home owners associations breaking the laws by threatening home owners who wants to install solar panels or security cameras fro your family safety by putting a lean on your house. At this time I rate the city of Austin about 2 on a scale 1 to 10 that is why I am trying to move from Austin remember the saying what goes up fast will go down faster that is what is happening in Austin Texas growing to fast, greed, some unethical rules by the commercial Real estate industry and high taxes .
- 1. Remove all homeless people out completely. Stop giving them housing, food, etc. No matter what you do, the city of Austin looks very dirty where these people hang out. 2. No more bike lanes or medians (Triangles/flower beds). 3. Help the retirees from the City of Austin. 4. Stop developing land for more homes to be built and real estate properties. We city of Austin employees/retirees need a raise.
- 1. There should be more 4 way stop signs and/or traffic lights in certain areas, especially close to schools. 2. Sidewalks should be repaired, especially in lower income areas, not just high income areas.
- 1. Traffic control humps - Because of the new and less expensive traffic control humps put in our neighborhood, it is no longer a pleasure to drive here. The pavement humps are understandable and workable, but these square, HARD humps are almost intolerable. We always drive within the speed limit, but must now almost stop at each hump, to get over it. It is wrecking our shocks, our brakes and our bodies. It hurts. It is so unpleasant to drive up Far West and now Mesa, that we are considering moving after 40 years! We understand the need to control traffic, but it is a few speeders, and it seems some hefty tickets, which are also good revenue sources, would better serve the neighborhood. We really HATE these hard humps. Why not put in the more expensive

pavement humps to help keep our neighborhoods a pleasant place to live and drive. 2. We have one other concern about the exorbitant drainage fee. We are older, living in a garden home community. We have a 1000 square foot print on a very small lot. A green belt surrounds us with lots of drainage, but we must pay the top fee because our lot is small. We are retired. This extra \$20 a month on our utility bill for drainage, which is not a problem with the greenbelt and common areas, seem unfair. Very unfair. Our utility bills seems to be a line item budget for the city under the guise of odd named fees, and not really for actual services. Thank you for listening and asking. So appreciate it.

- 1. Make it easier to build. 2. Invest in transit
- 1. please do something about burned out house at 12320 Blue Water Drive. 2. WE need sidewalks. 3. Need a plan for flood protection for North Walnut Creek due to erosion !
- 1. SOMETHING MUST BE DONE ABOUT THE TRAFFIC 2. PLEASE DON'T DESTROY OUR NEIGHBORHOODS BY ALLOWING BIG GROWTH IN AREAS NOT DESIGNED FOR IT.
- 1. Traffic. 2. affordable housing. 3. Youth programs.
- 1. IT IS NOT THE FUNCTION OF GOVT TO TAX CITIZENS OUT OF THEIR HOMES. 2. TAXPAYERS HAVE NO RESPONSIBILITY TO PROVIDE INFRASTRUCTURE SO DEVELOPERS CAN MAKE MILLIONS OF DOLLARS WHILE KILLING THE QUALITY OF LIFE HERE.
- 4 emails to public work director have gone unanswered.
- A COLLAPSED WASTE WATER LINE IN FRONT OF MY HOUSE HAS BEEN PUMPED AT LEAST EVERY DAY SINCE APRIL 2014 WITHOUT REPAIR.
- A long and short term solution to traffic needs to be done I have lived here 9 years and the traffic has gone out the roof I have no problem with growth but we need to catch up to where we are and will be
- A LOT OF TRAFFIC PROBLEMS WE FACE COULD BE FIXED WITH BETTER DRIVER EDUCATION. SLOW TRAFFIC IN THE PASSING LANE CAUSES SO MUCH CONGESTION.
- A MAJOR DRAWBACK OF COA IS THE LACK OF A MODERN PUBLIC TRANSPORTATION SYSTEM. PLEASE PRIORITIZE INVESTMENTS INTO BUS/TRAIN/SUBWAY DEVELOPMENT, NOT IN PERMITS FOR HIGH-RISES IN DOWNTOWN AUSTIN.
- above ground mobility mass transit
- Access to affordable housing and eliminating homelessness are worthy goals-- but it isn't just about building units or protecting our current affordable housing providers. Affordable housing has to be safe and decent and fair as well. And the support and social services surrounding housing are just as important as the development of units.
- ACCLIMATE NON-ENGLISH RESIDENTS ASAP FOR THEIR BENEFIT. COOPERATE WITH I.C.E. AND FEDERAL GOVERNMENT AND STATE AS MUCH AS POSSIBLE.
- ACCOMMODATE TO THE GROWTH OF THE CITY, PROVIDE BETTER PUBLIC TRANSPORTATION, FLOW OF TRAFFIC, AFFORDABLE TO LIVE, BUY HOUSE IN CITY

- Achieve racial diversity. I'm discouraged to hear that DOC are leaving Austin. Work with ISD to achieve economic diversity in our schools.
- Actually listen to neighborhoods and follow their recommendations - not just lip service and then do what developers want.
- Actually, I can't even name the mayor, and I'm a well-educated news/politics junkie when it comes to national/international stuff. I'm sure part of that is just the nature of news these days, and I don't think that would matter much if I lived in a small town or suburb, but Austin prides itself on remaining a big (and growing!) city with a strong local identity/community. So maybe I would ask why most of my friends and I can't even name a single local government official, and what that says about community involvement/engagement.
- ADA COMPLIANCE IS LACKING
- Add more to the highways than you think you need.
- ADDRESS 183 EXIT ON I-35--THERE NEEDS TO BE AN ADDITIONAL LANE
- Address affordability issues so that not only can people afford to live in the city, but small and local businesses can operate with reasonable rents versus big box/chains/outside investment funding businesses in town.
- ADDRESS HOMELESSNESS, MINORITY AND ECONOMICALLY DISADVANTAGED ACCESS TO AFFORDABLE HOUSING; OPPOSE STATE EFFORTS TO RESTRICT, OVERRIDE CITY REGULATIONS AND ORDINANCES; CONTINUE TO SUPPORT SANCTUARY CITY. HE HAS A TOUGH JOB. KEEP WORKING HARD EVERYONE!
- affordability
- Affordability housing crisis is forcing me to move
- affordability is biggest issue
- Affordability too often takes a back seat to commercial and tourist interests.
- Affordable housing needed
- affordable housing
- affordable housing
- Affordable housing and affordable healthcare needs to be his number one concern.
- AFFORDABLE HOUSING AND BETTER TRANSPORTATION OPTIONS SHOULD BE TOP FOCUS.THE BUS SYSTEM IS NOT A VIABLE OPTION DUE TO A LACK OF ROUTES/TOO LONG TRANSIT TIMES SO PEOPLE HAVE TO DRIVE EVERYWHERE WE ARE TOO BIG A CITY TO NOT HAVE LATTER TRANSPORTATION OPTIONS
- AFFORDABLE HOUSING DOES NOT NEED TO BE LOCATED DOWNTOWN WHERE THE ONLY GROCERY SHOPPING IS WHOLE FOODS! THE HOMELESS SHELTER DOES NOT NEED TO BE DOWNTOWN.
- Affordable housing for AISD teachers. Needs to be a priority.
- Affordable housing for low income /working families
- Affordable housing in central Austin really needs to be addressed, and traffic!!
- Affordable housing is important to promote diversity in Austin.
- Affordable housing is needed
- AFFORDABLE HOUSING SHOULD NEVER COST MORE THAN 1/3 OF RETIRED PERSONS RETIREMENT

- AFFORDABLE HOUSING TO KEEP CITY DIVERSE. PUBLIC TRANSPORTATION WITHIN THE CITY. SIDEWALKS SO PEOPLE CAN WALK RATHER THAN DRIVE. BETTER LIGHTING ON RESIDENTIAL STREETS AND MAJOR ARTERIES.
- AFFORDABLE HOUSING! RISING PROPERTY TAXES! UNREALISTIC
- Affordable housing, transit system
- AFFORDABLE LIVING
- Affordable living is difficult when income has not increased at the same rate as inflation.
- Affordable rent
- Allow CodeNext to be progressive -- stop allowing neighborhood groups to affect positive change that could come from rewriting our land development code. Old zoning regs perpetuate socioeconomic and racial segregation. It is a travesty that a city as progressive as ours is the most segregated large city in the United States.
- Ambulance cost 985 for a 10 minute ride. That is absurd. Double what most cities cost.
- An overhaul is needed at the Child Support Office. Just call the number and listen to the options. 1-800-252-8014 You will feel like a criminal who is a deadbeat dad, and likely will be treated like one when someone answers the phone. We have never paid child support late until this year for the FIRST TIME in 10 years. We switched bank accounts, had a returned check and are now required to pay an additional \$26.32 each month FOR THE NEXT 8 YEARS. It also took TWO MONTHS to let us know our check had bounced, after that, they returned the next month's check as well. This was not good for our son's mother, really put her in a bind. This office should call or send out a letter immediately for a return check. I have 2 stepsons from my husband's 2 previous marriages. Another time, this office mixed up which check was supposed to go to which mother. This was also a terrible mistake on their part. Also, please take a look at the pamphlets sent out by this office. They are inappropriate. It is not only men and dads who pay child support. It is families and mothers too. Last suggestion: Making housing closer to the city more affordable for middle income folks and families.
- ANOTHER PROBLEM AUSTIN CAN WORK ON IS THE HOMELESS. I HAVE EMPATHY FOR HOMELESS PEOPLE,BUT I DON'T WANT TO SEE THEM EVERYWHERE I DRIVE.
- Appreciate the Mayor's efforts and City council. Just would like to see more community involvement in their decision-making.
- Are laws subjective to you?
- Arrest mask wearing Antifa rioters.
- Arrest anyone who blocks roads while demonstrating.
- As a citizen, I want my fellow citizen to be law abiding and contribute to the community they live in like the majority of citizens of Austin used to be. Too much media and city council energy and funding is given to special interest groups that are the minority in the community, but have the most time to stand up in front of city council meetings and hear themselves talk and misrepresent information that is not factual. Over all I believe the intent of city management and employees is to do the best job they can for the community, but I believe we are in a storming phase with the lack of leadership in recent years with an inexperienced city council and lack of support for city civil servants. The special interest groups need to be held accountable, just like we hold those civil service employees who are employed with the city agencies and not be one sided as portrayed in the media. I would like every citizen treated equally, regardless of race, religion, age,

sexual orientation, and/or wealth or lack there of; meaning several things to include eliminating Austin being a sanctuary city and quit giving extra resources to special interest groups (i.e. criminals, sexually oriented persons, race, bicyclist, etc.) that only seek out and receive special provisions because of what group they are affiliated with, having little regard to negative impact it causes on their fellow citizens' concerns. I believe we are all equal in America and should not be given extra benefits for belonging too or associating with a particular interest group that someone who is not part of group does not receive. If things keep getting worse, I will end up leaving the city after 40+ years and retire in a environment that is inspired by community growth and commitment to one another, not one that is supporting criminals and people that do not contribute positively to the community. Austin is still weird, but getting weird in a bad way when our city politics start looking more and more like Washington D.C. or Los Angeles, CA and not the Austin, Texas I grew up in.

- AS A TAXPAYER (HIGH) IT WOULD BE NICE TO VISIT DOWNTOWN AT A FAIR PARKING RATE-NEED MORE SPACES-ENFORCE ALL TRAFFIC LAWS FOR THE ONES WHO RIDE BICYCLES-ALSO, RIDE ONLY ON THE STREETS WITH BIKE LANES-OUR TRAFFIC PROBLEM IS BAD ENOUGH.
- AS AUSTIN GROWS I'M CONCERNED ABOUT TRAFFIC. I THINK WE NEED AN IMPROVED PARK AND RIDE SYSTEM.
- As great as Austin is. Can we stop encouraging people to move here. Our cost of living is extremely high and jobs are hard to find and wages are low
- as we welcome more and more people into Austin, I think it's important to impart to them that we care about our poor citizens, care about the homeless and celebrate diversity. I hope that the city can put its people and its beauty and history above the whims of outside investors. I want my neighborhood to be affordable to the families that live here even though it is near downtown. I want our city to continue to monitor and incorporate our police force into neighborhoods because I think we've been a decent example of that in recent years but it always takes work and maintenance. Thank you.
- Aside from the traffic of Austin getting worse each year so are the services provided for children with disabilities; everything from not having good and reliable health care services close to our community, to living in a desert of healthy, organic food area makes for raising a healthy family in Austin a great challenge that it has made us think of moving out of the city. That's without even mentioning the rising cost of living here with how our property taxes are going up and the Austin Independent School District providing such a deplorable service in education to our children that we have had to dis-enroll them from public education and have had to home-school them. I wish Austin kept its reputation of being a great city to be at but as the years pass we keep getting more and more disappointed in the money loving public leaders who forget who they are working for.
- Austin Code Enforcement is virtually non existent
- AUSTIN ENERGY IS TERRIBLE. POWER HAS GONE OUT ON MY STREET 10 TIMES IN THE LAST 12 MONTHS.
- AUSTIN ENERGY PRICES ARE OUTRAGEOUS, WE NEED COMPETITION FOR ELECTRICITY SERVICES THIS IS A MONOPOLY

- AUSTIN ENERGY SUCKS. Everyone knows it and experiences it and multiple friends including myself have been ripped off by them. We are SO DONE with them. Austin has THE WORST way of doing this. Only 1 company. RIDICULOUS.
- Austin has gone through uncontrolled growth. Infrastructure was not developed ahead of time. Traffic speed is among the worst cities in the world (during rush hours).
- AUSTIN HAS GOTTEN TOO EXPENSIVE TO LIVE HERE AS A HOME OWNER, TRAFFIC IS USUALLY A NIGHTMARE AFTER RETIRING WE ARE PLANNING ON MOVING OUT OF AUSTIN
- Austin highway system needs long-term though. (In next 40 years...). Five lanes of traffic, longer exit/entrance ramps.
- AUSTIN IS A GREAT CITY,BUT IT HAS MAJOR TRAFFIC PROBLEMS ON IT'S HIGHWAYS.
- AUSTIN IS A TRULLY GREAT CITY, I WILL NEVER LEAVE
- Austin is a very expensive place to live and lots of young people, who don't have a lot of money live here. Food, places to live and childcare (I am currently expecting and have no clue how I'll afford care for my child.) are outrageous in Austin and it makes living here a huge financial struggle for anyone who isn't older and/or making a good deal of money at their jobs. For average people and young adults, living here leaves you with barely enough to get by.
- Austin is a very fun and beautiful city to live in. I truly enjoy and appreciate the city's efforts to conserve the city's nature and parks. Traffic is horrible, but I recognize the effort going into improving major highways and streets. I am very satisfied with the city's public and private (ridesharing) transportation services.
- Austin is a wonderful place to live but I really wish we had some museums. Art, science, history. We're big enough that I really feel their lack.
- Austin is awesome. But as the head of a small family looking to buy our first home, it is unfortunately too expensive which is why we will be moving south to Kyle at the end of the month.
- AUSTIN IS BECOMING INCREASINGLY UNAFFORDABLE, ESPECIALLY IN TERMS OF HOUSING. I WORRY THAT MY CHILDREN WON'T BE ABLE TO AFFORD TO LIVE IN THIS GREAT CITY.
- Austin is doing well making it a more walkable city, but I wish Austin was developed around the people rather than cars. We should invest more in cycling/sidewalks which promotes a healthier and happier lifestyle, rather than investing in building bigger highways. Look at Norway and Denmark, or even Portland. I also really admire Austin's goal to be zero waste by 2050!
- Austin is in DESPERATE need of a loop. It is a major metropolitan city. The traffic is HORRENDOUS and is bumper to bumper in all the major roads from south Austin to north. The rate of population is not keeping up with the rate of development of its roads. This is poor planning on the part of city of Austin. This negatively effects the quality of life for Austin residents, and one of the main reasons why I do not see myself staying in Austin next year. I have traveled to Lubbock TX and was able to travel from north/south Lubbock to TX Tech campus within 6 min! I have lived in Austin almost 20 yrs and have had enough. There'd no reason an Austin resident has to spend nearly 2-3 hours of their daily commute just trying to get crosstown.
- AUSTIN IS NOT A LIVABLE CITY AND THAT'S SAD.

- Austin is NOT an affordable place to live!! This is especially true for young minorities. This is a city of THE HAVES and THE HAVE NOTS!
- Austin is not managing growth well. There is too much development without the infrastructure to support it including the management of traffic flow and WATER. Those of us in the suburbs have to watch as the wildlife flees or dies as development encroaches on habitat. We used to run regularly in Zilker park but now it's a zoo, too many people, traffic and lack of parking makes access difficult and too many events in the park and downtown. Those of us who have to commute dread all these events that turn Austin into the playground for the wealthy. My escalating property taxes mean I won't vote for ANYTHING that increases them no matter how beneficial for fear of being priced out of my home by the time I retire.
- AUSTIN IS NOT SO UNIQUE. OTHER CITIES HAVE FACED VERY SIMILAR CHALLENGES OF GROWTH IN THE PAST.
- Austin is one of the largest cities in the U.S., yet the mentality of many (not the mayor) seems to be that Austin is still a small college town or should remain so. This affects transportation planning, housing, homelessness, urban planning, renewal, diversity, etc. Austin will not be a great small city, but it could be a great large city if the various constituencies accept that things will not be what they were 30 years ago.
- AUSTIN IS QUICKLY BECOMING A CITY WHERE AVERAGE FAMILY CANNOT AFFORD TO LIVE. CONSTANT HIGH DOLLAR PROPERTIES BEING BUILT ARE DRIVING THE BLUE COLLAR WORKERS OUT OF THE CITY.
- AUSTIN IS RAPIDLY BECOMING UNAFFORDABLE AND DREADFUL TO NAVIGATE. THIS PUSHES OUT THE FOLKS WHO MAKE THE CITY INTERESTING, LEAVING ONLY AWFUL PEOPLE.
- AUSTIN ISD RECAPTURE NEEDS TO BE FIXED! WE SHOULD NOT BE ISSUING BONDS FOR SCHOOLS WHICH WE ALREADY PAID!
- Austin isn't what it used to be and for us original Austinites it's a change that is tough to bear. What if anything is being done to curb the influx of people from other cities/states? The changes they bring have made the city more urban than friendly in all aspects.
- AUSTIN NATIVES WITH AN EMPHASIS ON THOSE BEING PUSHED OUT OF THEIR HOMES. WHILE IT HAPPENS HOW CAN IT BE BALANCED PROCESS FROM THE INNER CITY.
- AUSTIN NEEDS A BETTER PUBLIC TRANSPORTATION SYSTEM THAT CAN ACCOMMODATE MORE PEOPLE TO HELP WITH TRAFFIC AND OVERALL GROWTH OF THE CITY.
- Austin needs better public transportation
- Austin needs more affordable housing
- AUSTIN NEEDS TO DEVELOP A NEW IDENTITY MORE IN LINE WITH ITS MODERN CONDITION
- Austin Pets Alive is not the resource everyone thinks it is. Warehousing in horrible kennels is not humane and all they do is fundraise.
- Austin Police need better sensitivity and De-escalating training. We need more police presence in the higher crime areas such as Rundberg/ Georgian Acres and other contiguous neighborhoods, including Heritage Hills (my area).

- Austin public transportation needs to be improved. The light rail needs to run longer and more buses need to go to more neighborhoods.
- AUSTIN SHOULD NOT BE A SANCTUARY CITY!
- Austin should NOT be a Sanctuary City! Enforce out country's laws.
- AUSTIN WATER/WASTEWATER LIES ABOUT READING THE METER MONTHLY AND IS HIGHLY INACCURATE. THERE IS NO PROGRAM TO FIX THIS, AUSTIN ENERGY DOES NADA
- AUSTINS MAJOR PROBLEM IS AFFORDABLE HOUSING. WE NEED MORE SOLUTIONS. WE CAN'T KEEP DOING THE SAME THINGS THAT WE DID IN THE PAST. MORE FLEXIBLE ZONING MIGHT HELP.
- AUSTINS MAJOR PROBLEM IS VEHICULAR TRAFFIC. DON'T SACRIFICE VEHICULAR LANES FOR BICYCLE LANES AND SIDEWALKS.
- Austin's parks are too full to operate. We need more parks. We need more infrastructure (including rail) to fit all the new residents. The city has outgrown itself. We need to think ahead about how many more residents we can fit here.
- AUSTINS VEHICLE LAW ENFORCEMENT HAS GOT TO BE THE WORST IN THE USA IF IT EXIST AT ALL.
- Austin's water and wastewater rates are too high! Help keep Austin affordable by lowering these costs, since they now represent an amount equal or higher than my electric rates. I've even asked others through the country and they have lower water and wastewater bills than I do (and I'm not a big user).
- AWESOME PLACE TO LIVE, BUT LET'S GET AHEAD OF THE TRAFFIC AND CONGESTION RATHER THAN PLAYING CATCH-UP! THE SECRET IS OUT...
- Be more helpful to working class
- Beautiful city - I wish the river and the streets were cleaner. Thanks!
- BETTER AND MORE BIKE LANES ARE NEEDED.
- Better communication with property tax service
- Better environmental education and services to support the zero waste goals
- BETTER INFRASTRUCTURE
- Better low income housing
- BETTER MAINTAIN LANDSCAPE IN AND AROUND OLD CITY STREETS & ENFORCE YARD MAINTENANCE IN OLD AREAS OF THE CITY.
- Better places to go with kids. update parks/pools. WE need museums , other cultural experiences for families.
- BETTER PROTECTION FROM RED LIGHT AND STOP SIGN VIOLATORS. HORRIBLE TRAFFIC CONGESTION BECAUSE TOO MANY PERMITS FOR CONDOS, APARTMENTS AND COMMERCIAL. MOPAC AND I35 TRAFFIC GETTING WORSE.
- better public transit. Toll roads are not the answer
- Better public transportation to and from the airport.
- Better public transportation.
- BETTER SIDEWALKS NEAR ELEMENTARY SCHOOLS.
- BETTER STREET REPAIRS! NOT THAT ITS THAT IMPORTANT.
- BETTER TRAFFIC FLOW

- better traffic plz
- Better transportation planning, especially highways.
- Bicyclists in the street create dangerous situations for themselves and everyone around them.
- Bike lane hazards for motorists.
- Bike lanes are wasted money. please upgrade the bus system
- BIKES ARE GREAT,BUT STOP PUTTING BIKE LANES ON EVERY STREET. THEY ARE MINIMALLY UTILIZED AND DETRIMENTAL TO CAR TRAFFIC FLOW.
- bring elon musk
- Bring more affordable housing and improve major highways.
- Bring professional football , amusement park .
- BUILD A LIGHT RAIL SYSTEM THAT TRAVERSES LAMAR BLVD. SPLITS AT GUADALUPE AND THEN FEEDS INTO S. CONGRESS AND S. LAMAR. HAVE A LOOP GO DOWNTOWN ON 5TH AND 6TH. OUR PUBLIC TRANSIT STINKS!
- BUILD AN ELEVATED MONORAIL IN AND AROUND AUSTIN, PUT US ON THE MAP AS A FUTURISTIC CITY INSTEAD OF TRAFFIC PROBLEM CENTRAL
- BUILD MORE LANES ON FM 620
- BUILD ROADS WIDEN ROADS JUST DO IT.
- Build roads, build and bridges across the Colorado, maintain streets.
- BUILD SIDEWALKS, FUND YOUR LIBRARIES AS CITY CENTERS, WORK ON CLEANLINESS, BE A FRIENDLIER CITY TO ALL.
- BUILD TRAINS
- Build trust, and communicate with Austin residents.
- Build upwards with vertical gardens
- Bulk collection, trash collection, recycling collection, etc., could all be increased, e.g., bulk collection 4x a year, recycling 1-2 times a week, etc.
- CANNOT AFFORD TO LIVE IN AUSTIN ANYMORE. TAXES ARE TOO HIGH FOR HOMESTEAD PROPERTY. HUSBAND HAS 2 JOBS. WHAT ARE YOU DOING FOR HOMELESS?
- Cedar St Bar is hindering the development of downtown neighborhood due to its complete dismissal of stadium grade sound pollution.
- Central city neighborhoods are expected to engage with low-income housing or the planning/zoning process to a degree that is either not expected or circumvented by affluent neighborhoods to the north and west. The cores of SF homes across the city should be treated equally in this regard.
- CHALLENGE THE STATE AT EVERY TURN WHEN IT INFRINGES ON LOCAL GOVERNMENT RIGHTS. STATE GOVERNMENT UNDER ABBOTT IS ABSURD SO MUCH FOR FREEDOM.
- CHANGE POLICE POLICY ON SHOOT FIRST ASK QUESTIONS LATER. HOLD THEM ACCOUNTABILITY.
- CHANNEL DEVELOPMENT AWAY FROM DEPENDENCE ON EXISTING ROADS. PERIMETER AREAS NEED TO BE BUILT THAT DON'T RELY ON COMMUTING TO DOWNTOWN.
- Charges for wastewater are too high and have no relation to actual water wasted.

- Check out our electricity bill in which they are charging for cleaning the streets and I have not seen a street cleaner in my neighborhood cleaning my street. Only cleaning major streets!
- CHECK WITH CITIZENS BEFORE SPENDING WE DO NOT NEED A MAYOR WHO IS MORE INTERESTED IN WHAT OTHER CITIES ARE BEING THAN WHAT IS NEEDED TO IMPROVE AUSTIN.
- City council are real egotistical bastards destroying this great city...bring back Don Zimmerman and make him the mayor to clean up this shit hole. I have lived here from 600,000 population and now you want to import Mexico to take over city. STOP SANCTUARY CITY STATUS , IT IS ILLEGAL AND PROMOTES A CIVIL WAR.
- City council is useless.
- CITY COUNCIL SHOULD NOT BE ZONING COURT. FIX AS NEEDED. WE DO NOT NEED OUR COUNCIL HEARING ZONING CASE AFTER ZONING CASE.
- City employees have always been extremely kind and professional.
- city is keeping up with growing population well, once MOPAC project is done time to work on I35, roads overall are great love hwy 130
- CITY NEEDS TO FIX SERIOUS DRAINAGE ISSUES, AND LET CITIZENS PROTECT THEIR HOMES WHILE THEY AWAIT A CURE. WATERSHED PROTECTION DEPARTMENT DIRECTOR, JOSE BEURRERO, HAS POOR JUDGEMENT.
- City of Austin electric needs competition so the prices would be more fair to consumer
- City of Austin employees consistently delight me in the quality of customer service and responsiveness.
- City of Austin is growing and should embrace the expansion needed to provide adequate transportation alternate route, mandatory work from home few times a week for City employees and offer incentive to other businesses who utilize the same schedule and build more safe playground areas for kids inside malls, shaded covered areas other than open space park!
- CITY PLANNING COMMISSION IS A JOKE, ONLY GREEN LIGHTING MAJOR DEVELOPMENTS INSTEAD OF LOCAL HOME GROWN BUSINESSES.
- CITY TAXES ARE OUT OF SIGHT & INCREASING EVERY YEAR BY \$400 ANNUALLY. SENIOR CITIZENS LIVING ON SOCIAL SECURITY CANNOT MANAGE. WHEN A SPOUSE DIES, THE SS IS CUT IN HALF. OUR SS BASED ON INCOME DURING 1950-1980 IS ABOUT 1/4 OF AVERAGE INCOME IN 2017. THIS IS LOP-SIDED AND SHOULD BE CONSIDERED IN TAXATION.
- Clean up downtown. homeless shelter needs relocated
- Clean up side street businesses. N Lamar is an embarrassment.
- Clean up the drugs and prostitution in the Oltorf/Riverside area. Especially Burton, Willow Creek, Burleson. The activity is flagrant and gone unchecked for years.
- CLEANING THE FREEWAYS AND LANDSCAPE! LOOKS AWFUL!
- CLEAR UP THE TRAFFIC JAMS! NEED MORE FLOW FOR CARS - EASIER TO TRAVEL IN TRAFFIC. LOWER TAXES! THE RATE OF LIVING IN AUSTIN IS TOO HIGH! LOWER PROPERTY TAXES!
- CLOSE ARCH DOWNTOWN, REVAMP AND EDIT ALL SOCIAL SERVICE PROVIDERS.
- CODE ENFORCEMENTS FOR LARGE BUILDING SITES (CONSTRUCTION SITES)

- Code Next is not viable for established single family neighborhoods. It does not address water runoff, traffic or parking congestion. It assumes everyone will use public transportation and not own a car. Have you ever tried to go grocery shopping or take children to daycare using the bus system?
- CodeNext does not allow for transition, no affordable housing
- CodeNext is a disaster, wrong-headed, detrimental to neighborhoods. There are other, better ways. Please scrap CodeNext.
- CODENEXT IS A SERIOUS PROBLEM. MULTI-FAMILY HOMES ON STREETS THAT ARE ALREADY NARROW AND CROWDED IS A TERRIBLE IDEA. WE DON'T HAVE ENOUGH PARKING AS IT IS, AND I HAVE NO IDEA WHERE ALL THE EXTRA CARS/PEOPLE WILL GO.
- CodeNext is taking out half of parking, city must start developing a mass transit system
- Codenext needs to not increase the density in the neighborhoods close to downtown. Codenext feels like I am being rezoned with no discussion.
- Commercial building permitting and site development reviews are entirely too wasteful and prolonged. An overhaul is needed, and permit expeditors need to go! I love Austin.
- complete all constructions of bldgs.,apt, highways and roads before starting another.
- Concentrate on what a city government needs to provide.
- Concern for amount of homes being built and impact on traffic
- CONCERN REGARDING PUBLIC TRANSPORTATION WHICH WHEN BUS RATES CHANGE OR ARE ELIMINATED, LEAVES ADA PARATRANSIT CUSTOMERS WITHOUT AFFORDABLE TRANSPORTATION OR ALTERNATIVES
- Concerned about homeless
- Concerned about rising population of addicts at parks
- CONCERNED REGARDING THE NUMBER OF HOMELESS PEOPLE. PLUS NEED TO ADDRESS FOOD HOUSING AND MEDICAL SERVICES FOR HOMELESS PEOPLE.
- Concerning the traffic on Mopac...the speed limit should be enforced and drivers ticketed (as they are in other cities) for driving under the speed limit in the passing lane/far left lane. There is already a statute concerning not driving the speed limit. Also, start enforcing no cell phone use on Mopac/City of Austin, as well. Monday through Friday I drive from Cedar Park to downtown and back home at night, and every day I see 1 out of every 3rd driver on their phone or texting. They are all driving under the speed limit and causing congestion at the very least. If tickets were issued for the above, you could use the money to build the roads, instead of taxing citizens.
- consider a monorail system to help traffic congestion
- CONSIDER A RAIL LINE WITHIN THE NEW 183 CORRIDOR INTO DOWNTOWN TO ENCOURAGE VISITORS TO USE PUBLIC TRANSPORTATION IN TO THE CITY RATHER THAN RENT AUTOS. CONNECT WITH CURRENT RAIL LINE.
- Consider Home taxes
- CONSISTENCY IN THE PERMITTING PROCESS FOR RESIDENTIAL BUILDING. THE ONLY THING CONSISTENT IS THE INCONSISTENCY IN THE REVIEW PROCESS.
- CONSTANT GRAFFITI IN PUBLIC PLACES IS OUT OF CONTROL LAWS ON THIS SHOULD BE ENFORCED MORE STRICT AND WITH HARSHER PENALTIES. I WOULD

SUPPORT JAIL TIME FOR VANDALS, LAMAR TRAIL BRIDGE AND FIRST ST BRIDGE ARE PRIME EXAMPLES

- Continue diversity and friendliness
- Continue doing what is best for the city as a whole including efforts to increase density with improvements to transportation. I like they way downtown and key business/community corridors are developing. We must continue to look forward. While respecting the past, we can not tie the future of Austin to maintaining everything as if we can continue to live in the past.
- CONTINUE MOVING FORWARD WITH URBAN BIKE ROUTES. YOU ARE GETTING THERE SLOWLY BUT STILL HAVE A WAYS TO GO.
- Continue resisting the efforts of the Legislature to control Austin.
- CONTINUE STANDING UP FOR THE STATE.
- CONTINUE TO BE A SANCTUARY PLACE. ALL IMMIGRANTS OR MAJORITY THAT COME HERE ARE LOOKING FOR A SAFE PLACE TO WORK, OWN PROPERTY, PAY TAXES.
- Continue to be accessible and open with communication to the Austin citizens. Continue to promote Austin as an open, welcoming community to all ethnicities, sexual orientations, and origins. Help to establish safer and less traffic-y ways to get around Austin on all forms of transportation. And try to increase housing affordability, especially for seniors and low-income families.
- CONTINUE TO BE STRONG AND KEEP UP THE GOOD WORK. I VERY MUCH ADMIRE OUR MAYOR.
- continue to build the tourism, hotel, convention business downtown
- Continue to encourage/incentivize use of public transit
- Continue to ensure an open dialog between city officials and residents.
- Continue to fight for the city's ability to enact its own ordinances, and don't allow governor Abbott's power grab to supersede local authority take away our agency as a community.
- CONTINUE TO MAKE AUSTIN A MORE ENVIRONMENTALLY FRIENDLY CITY. INCREASE RENEWABLE ENERGY USE, PROMOTE PUBLIC TRANSIT, BIKING, WALKING ETC.
- CONTINUE TO RAPIDLY AND AGGRESSIVELY ADDRESS SOLUTIONS FOR RAPID GROWTH, ESPECIALLY TRAFFIC AND PUBLIC SAFETY/HEALTH.
- CONTINUE TO RESIST TRUMP AND TEXAS STATE CONSERVATIVES TRYING TO CONTROL OUR CITY.
- Continue to solve the problems with the homeless population.
- Continue to support diversity
- CONTINUE TO SUPPORT THE EXCELLENT LIBRARIES.
- CONTINUE WITH RECYCLING PROGRAMS ESPECIALLY IN CONDOS
- Continued investment into infrastructure and supporting legislation that's good for the city and our guests is important.
- Continued support & development of our police services - increase the # of officers to create manageable work schedules.

- Continuing to do small things like improve traffic signal timing, cleaning up small jammed up intersections with better traffic flow, etc. will do a lot to improve people's frustrations with commuting.
- CONTROL DEVELOPMENT. NEIGHBORHOOD APARTMENT PARKING.
- Cooperate with ICE. basic city services first.
- Cost of electricity is too high
- COST OF LIVING HOUSING
- COST OF LIVING IN AUSTIN IS PROHIBITIVE TO HOME OWNERSHIP. I HAVE MORE SAVING THAN MOST AND MAKE A DECENT INCOME BUT CAN'T AFFORD A HOME NEAR AUSTIN DOWNTOWN AREA. WHAT CAN BE DONE?
- Cost of living in Austin is unaffordable for many.
- Cost of living is high. It is very hard for former felons to find a place to live, I have been out of trouble for over 10 years and it is still hard to find a place to live.
- Cost of living is sky rocketing. Please give the poor and struggling a break. Assist us in affordable housing. Better quality mental health care and access. Don't leave out single low-income adults without children who are not quite seniors.
- Cost of living is too high
- Cost of living is too high
- Cost of living is very high in a town that doesn't pay the average worker enough. Raise minimum wage and quit raising rent. Our rent went up \$200 a month after living here for one year.
- COST OF LIVING TO HIGH
- Cost of water is ridiculous. traffic is horrible
- Costs are out of control, need creative solutions to lower costs for housing.
- COVERED BUT STOPS AT ALL BUS STOPS
- create a vision for the city of Austin, address economic segregation
- Create a way to contact the police dept. for minor issues (I.e. Noise complaint) rather than calling 9-11. Giving these calls to the 9-11 operators is not maximizing the operators' usefulness and it costs more than having a lower qualifies person take care of these calls.
- CREATE PROGRAMS FOR TEENAGE MIDDLE SCHOOL CHILDREN REGARDING JOB INTERVIEWING SKILLS INCLUDING DRESS CODE.
- crime, burglary, homeless, no public transit
- Crowded, hot, bad traffic, not affordable
- CUL-DE-SACS SHOULD BE KEPT UP. THE ONE I LIVE HAS NOT BEEN REPAVED FOR 30 YEARS AT LEAST. SOME OF IT IS DOWN TO THE DIRT.
- Curbside composting please!
- CUT BUILDING REGULATIONS. THEY CAUSE INEQUALITY.
- CUT LIABILITIES AND SPENDING!
- Cut waste less spending
- Decrease electricity, trash and wastewater rates!
- Develop more single family housing. Apartments are getting out of control. Also, bring the rail to South Austin
- DEVELOP PLAN FOR TRAFFIC FLOW IMPROVEMENT ON I-35, MOPAC AND 183, CONTINUE TRAFFIC FLOW EFFORTS.

- DEVELOPMENT REVIEW IN THE CITY OF AUSTIN IS THE MOST PAINFUL THING I EVER HAVE TO EXPERIENCE. NEIGHBORING COMMUNITIES ARE EASY TO WORK WITH. THEY ARE HELPFUL, ENCOURAGING, AND FRIENDLY.
- DIFFERENT TREATMENTS OF NEIGHBORHOODS. HYDE PARK OUT LAWS MULTIPLE RENTERS AND THAT IS ALLOWED IN NW AUSTIN.
- disturbed by idea of zoning older residential areas for increased density
- diversity matters, affordable housing keeps us diverse
- Do a cost benefit analysis of SWAT and dial it back to the point of cost effectiveness
- DO NOT DESTROY THE CHARACTER OF AUSTIN NEIGHBORHOODS WITH CODENEXT AND ITS TRANSIT ZONES. DENSITY DOES NOT EQUAL AFFORDABILITY.
- DO NOT ENCOURAGE PEOPLE TO MOVE HERE! WE HAVE ENOUGH PEOPLE! MAKE IT STOP!
- Do not ignore the needs of long-time residents (Especially those struggling to find affordable housing and struggling to get by in this expensive city) vs. the needs of tourists and visitors.
- DO NOT LET THE STATE (GOVERNOR/LT GOVERNOR, HOUSE AND SENATE) BULLY LOCAL GOVERNMENT, WE NEED TO STAND STRONG AGAINST UNFAIR LEGISLATION THAT IS TRYING TO WRESTLE CONTROL OUT OF YOUR HANDS
- DO NOT MAKE AUSTIN A SANCTUARY. ALSO, AUSTIN CATERS TO BICYCLES TOO MUCH.
- Do not make us a sanctuary city.
- DO NOT RAISE TAXES. WORK WITHIN YOUR CURRENT BUDGET.
- DO NOT TICKET PEOPLE FOR SPEEDING ALONE. IT'S A WASTE OF EVERYONE'S TIME/EFFORT AND TO MAKE UP FOR THE REVENUE, ENFORCE PHONE WHILE DRIVING LAWS.
- DO NOT TRUST OR HAVE FAITH IN THE MAYOR OR CITY COUNCIL. THEY ALL RAN ON INCREASING THE HOMESTEAD EXEMPTION BUT INSTEAD FOCUS ON THINGS LIKE GENDER NEUTRAL BATHROOMS. REALLY!
- DO SOMETHING ABOUT HOMELESSNESS!
- Do something about the traffic in Austin used to take me 20 minutes from work to home now it takes 45 minutes to 1 hour. Let big trucks use the toll road free so they can get off the main highways like IH35
- Do something about the traffic jams!
- DO SOMETHING ABOUT THE TRAFFIC!
- Do something about these congested roads
- do something about traffic congestion
- DO SOMETHING WITH THE HOMELESS. IT IS NOT SAFE DOWNTOWN DAY OR NIGHT.
- Do you really in your heart care about a of the people in Austin?
- DON'T ALLOW MCMANSIONS ON SMALL LOTS. THEY PULL UP THE PRICE OF LAND. (SAME FOR ANY LARGE STRUCTURE, INCLUDING MULTI-UNIT BUILDINGS)
- DON'T ANNEX PLACES THAT DON'T WANT TO BE ANNEXED AND STOP HAVING SO MANY REQUIREMENTS FOR BUILDING ON PRIVATE PROPERTY. I LOVE TREES BUT

JEEZ! ALSO, THANKS TO YOUR HOT WATER CUTOFF METERS WE RUN OUT OF HOT WATER TRYING TO BATH THE KIDS.

- Don't be a sanctuary city
- DON'T BUY OUT AND DEMOLISH HOMES IN THE FLOOD PLAIN ONION CREEK THAT HAVE NOT BEEN FLOODED.
- Don't California our Texas
- DON'T ENCOURAGE ANY MORE PEOPLE TO MOVE IN.
- DON'T LET DEVELOPERS OR STATE LEGISLATURE FORCE CHANGES IN OUR AUSTIN VALUES.
- Don't let NIMBYs get away with defining the parameters of CodeNEXT!! They will complain about ANY growth, period. You're at a make-or-break point in terms of determining Austin's future for the next several decades. Do you want to be remembered as the mayor who spurred Austin into becoming a *truly* progressive city -- despite the best efforts by the faux-progressives on the city council to stymie progressive policies like upzoning predominately SF-zoned neighborhoods, or needlessly overregulating TNCs and STRs -- or the one who helped it turn into the next Silicon Valley, an enclave by the rich and for the rich, with no middle class to speak of.
- DON'T LET OVER-DEVELOPMENT RUIN DOWNTOWN AND THE MUSIC DISTRICT.
- Don't let the live music die in the Live music capital of the world. OVER-developing is killing the culture of Austin, many cool spots have had to relocate, been bought out or just plain closed - sad!
- DON'T MESS P UBER, LIFT, AIRBNB, THEY ARE NICE
- DON'T PUT BIKE LANES AND HUGE SIDEWALKS WHERE NO ONE RIDES OR WALKS EVER.
- DON'T SELL OUT OUR AUSTIN TO THE HIGHEST BIDDER
- DON'T TAKE AWAY LANES OF CITY STREETS LIKE LAMAR, GUADALUPE.
- Don't turn us into San Francisco or Boulder where homes are \$1M+. Our taxes are too high and we are spending too much money on wasteful feel good projects. What is the ROI and cost benefit? What is the impact and efficiency?
- DRIVING IN AUSTIN IS DANGEROUS! I THINK PEOPLE ARE NOT AWARE OF SIMPLE TRAFFIC RULES. DO PUBLIC SERVICE ANNOUNCEMENTS ON SAFE DRIVING PRACTICES.
- Driving north and south in Austin is problematic
- drug addicts, offenders, poorly managed section 8 apartments, area is not safe. Need animal control , APD and code enforcement in zip code 78721
- EASE TRAFFIC FLOW
- Easier access to both physical and mental healthcare for all!
- education should be a big priority the get paid less than the cities surrounding Austin such as san Antonio, Houston. this is the capital and should be taking care financially by Austin
- Educational and positive role model programs that aid underprivileged youths is key to maintaining an ethical culture in our city.

- EITHER GET RID OF THE BIKE LANES ON THE ROADS ESPECIALLY THE NARROW ONES OR TAX THE BICYCLES WITH A MANDATORY LICENSE PLATE TO PAY FOR ADDING THEIR OWN LANE.
- Elderly people need places to live
- Electric ,water and waste bill too high! Traffic is the worst and taxes are way too high in Travis county!!!!
- Electric and water bill both have charges for drainage fees, clean streets, etc.? families pay much more on this.
- Electric is too expensive and there's no other companies allowed to keep the prices competitive and low. Austin Energy customer service is horrible. I do not understand why they have such a monopoly.
- Eliminate trucks from major highways from 6:00 AM to 9:00 AM then again from 4:00 PM to W6:30 PM Monday through Friday.
- Employees of Austin Energy openly talk about the waste of energy by Austin Energy.
- ENCOURAGE PERMITS AND BUILDING HOUSES SMALLER AND AFFORDABLE
- END AUSTIN AS A SANCTUARY CITY! ENFORCE THE LAWS OF THIS CITY AND GET THE PANHANDLERS OFF OUR STREETS!
- END OUR SANCTUARY CITY STATUS - IMMEDIATELY!
- end sanctuary policy
- End the sanctuary city status of Austin
- ENFORCEMENT OF PHONE USE WHILE DRIVING
- Ensure that our police officers treat every citizen fairly and equally, and end unnecessary killings by police officers of citizens who are not posing an immediate threat.
- EVERY YEAR SINCE I MOVED HERE AUSTIN ENERGY HAS TRIPLE BILLED MY WATER USAGE NORMAL CHARGE FOR REST OF 1 YEAR IS ALWAYS ABOUT \$20
- Everyone yells about I35 so I'll say something different. The homeless population is enormous and many are getting very aggressive. I work downtown and it doesn't feel safe to walk to lunch these days. I purposely do not carry cash anymore for this reason.
- EXCESSIVE WATERING EVEN AFTER RAIN, WASTING WATER DRAINING AND FILLING UP CANYON VISTA SWIMMING POOL EVERY YEAR.
- EXPAND METRO RAIL, I LOVE THIS CITY
- Expanding width of any street where additional people will be living, working. and additional vehicles passing. Creating a livable city instead of the current program of applied congestion.
- Familiarize yourself with economics, particularly of the Austrian variety and some praxeology. Central planning only works well for things lacking an independent will...humans aren't chess pieces. That's why people like me can accurately predict things like increases in traffic fatalities when you institute things like hands free cell phone bills. At the end of the day, markets will *always* offer better, and more cost effective results than government ever can. This is as much an immutable and empirical fact as gravity...and until you understand that, you will go on unknowingly taking actions that cost human lives.
- FEWER SILLY SLOGANS MORE ACTUAL LEADERSHIP ON HARD ISSUES. THE COMPROMISE APPROACH ISN'T ALWAYS THE BEST.
- FIGURE OUT HOW TO IMPROVE TRAFFIC IN THE VERY NEAR FUTURE.

- Find a traffic solution. Implement a flashing yellow signal at 45 and Escarpment.
- FIND SOME WAY TO CLEAN UP DOVE SPRINGS AREA AND ENCOURAGE OUT HOME OWNERS AND RENTERS TO DO SO!
- Find ways to make housing affordable and available. Expand Cap Metro System
- FINISH MOAPC HOV!
- Finish MOPAC!!! It is a disgrace
- Fix (remove/relocate) the homeless ghetto downtown - it's the key to unlocking police services.
- Fix downtown parking
- Fix flooding in south Austin and stop making it so hard to get things done.
- FIX HIGHWAYS & CITY STREETS--WITHOUT TOLLS--DOUBLE TAXATION
- Fix I 35, not with tolls.
- FIX I-35 THROUGH DOWNTOWN. STOP WITH THE HALF MEASURES AND DO SOMETHING THAT WILL HAVE A LARGE SCALE EFFORT AND PREPARE US FOR FUTURE GROWTH.
- Fix I-35 traffic
- FIX IH-35
- FIX OUR NEIGHBOR STREETS!
- Fix our streets & take into consideration traffic flow and negative impact to neighborhoods when planning/scheduling special events.
- Fix quality of streets on the east side
- Fix roads
- Fix roads. Quit taking road space for bicycles.
- fix Stacey pool (big Stacey) and deep eddy when they start to fail, also the other lap neighborhood pools
- Fix the infrastructure
- Fix the roads and highways - drop the bike lanes
- FIX THE ROADS AND LOWER PROPERTY TAXES
- Fix the roads in south Austin
- Fix the roads!
- Fix the roads, deal with traffic congestion
- Fix the roads, more transit options, bus lines
- Fix the roads. They are horrible. Visit Eugene Oregon to see what roads should look like.
- Fix the roads/traffic
- FIX THE ROADS-ELIMINATE ROAD TOLLS
- FIX THE STREET POTHoles. KEEP THE GRASS AND WEEDS CUT ON OUR CITY PROPERTY, ISLANDS ETC. KEEP AUSTIN CLEAN AND FRIENDLY.
- FIX THE STREETS AND TRAFFIC!!! AND HOW ABOUT BEFORE THE PROBLEMS A DISASTER INSTEAD OF 10 YEARS AFTER?!
- FIX THE TIMING OF THE TRAFFIC LIGHTS.
- fix the traffic
- Fix the traffic congestion

- FIX THE TRAFFIC LIGHT TIMING. JUST GOT BACK FROM CALIFORNIA ON VACATION AND IT MADE IT OBVIOUS HOW BAD THE LIGHT TIMING IN AUSTIN IS.
- Fix the traffic problem . Fix the streets
- Fix the traffic! Need infrastructure to support the people
- Fix the traffic, public transportation
- fix the unbelievable traffic problems
- fix traffic
- FIX TRAFFIC CONGESTION.
- FIX TRAFFIC CONGESTION-NOT BY BICYCLE LANES. FREE CROSS TOWN FREEWAY.
- Fix traffic crossing the river and share plans to accommodate growth.
- Fix traffic gridlock, lower property taxes, abolish corporate welfare
- FIX TRAFFIC WITH MORE ROADS, LANES WITH FREE ROADS. THEN LOOK AT OTHER OPTIONS, TRAIN, BUS, MONORAIL. FIX/ADD ROADS AND LANES FIRST
- FIX TRAFFIC! GET THE 18 WHEELERS OFF OF I-35 AND MOPAC DURING DAY TIME HOURS. PLEASE TRY TO REPRESENT ALL RESIDENTS NOT JUST UBER LIBERALS.
- fix traffic, don't allow TX to become the new California
- Flood mitigation in the Onion Creek area has been a series of studies and meetings but no action whatsoever. They talk about buyouts and relocation, but have not done one thing to clean out the 20+ years of debris. This would remove the threat of flooding, but have not taken any action!
- Focus on affordability and basic city services. The property taxes are making this city unaffordable.
- Focus on basic services
- focus on core city services and cost control.
- FOCUS ON CORE SERVICES THERE IS WAY TOO MUCH SPENT ON NONESSENTIAL PROGRAMS THAT TAKE MONEY AWAY FROM CORE SERVICES.
- Focus on improvements to traffic and parking. Commute times are tedious when going from one side of town to the other considering I-35 and Mopac are the only viable options between North/South. Construction of toll roads only makes it worse by wasting public funds on private roads. Transportation and parking in and around city center is horrendous. Texas is heavily vehicle dependent, to decrease vehicle traffic downtown there needs to be viable alternatives including transportation hubs and extended hours of service for mass transit.
- FOCUS ON MATTERS THAT AFFECT ALL CITIZENS--ROADS/PUBLIC SAFETY. AUSTIN CITY GOVERNEMENT IS NOT MEETING THE BASIC NEEDS OF IT'S CITIZENS.
- FOCUS ON MOBILITY.
- FOCUS ON PUBLIC TRANSPORTATION AND WALKABILITY OF MAJOR ROADS (EX. SOUTH 1ST, SOUTH LAMAR, CONGRESS, ETC).
- FOCUS ON REAL ISSUES,NOT THE SOCIAL JUSTICE ISSUES. STOP USING PAPER SERVICES. ELECTRONIC SERVICES ARE MUCH MORE ACCURATE AS IT REMOVES HUMAN ERROR OF ENTERING THESE ANSWERS.
- Focus on roads. Stop raising taxes. I will leave soon to avoid taxes, esp. when I retire.

- Focus on the basics, first. What's the number one job of any city government? It is not to promote liberal or conservative ideas...it is to server ALL of its taxpayers, by first providing SAFETY and reliable INFRASTRUCTURE. It is absurd how simple projects, such as the Slaughter Lane extension in SE Austin is taking forever, while in McAllen, TX, they would've done it in 4 months. Here, the private sector built 2 neighborhoods, and the city can't built a half of mile of a street.
- Focus on the things that make Austin unique.
- FOCUS ON TRANSPORTATION. PLAN FOR THE FUTURE. CURRENT HIGHWAYS DO NOT SUPPORT CURRENT POPULATION MUCH LESS THE FUTURE POPULATION.
- FOCUSING RESOURCES ON SMALL SUBSETS OF THE POPULATION LOW INCOME, BICYCLIST, DIVERTS AVAILABLE RESOURCES FOR MAJORITY POPULATION USING THE MAJORITY POPULATIONS REVENUE, TAX DOLLARS, ENERGY AND WATER COSTS ARE OUT OF CONTROL
- FOLLOW THE GOVT FEDERAL/STATE LAWS, USE THE CITY TAX DOLLARS FOR AREAS OTHER THAN DOWNTOWN, FIX THE TRAFFIC PROBLEMS, THE MAYOR & CITY COUNCIL SHOULD BE NON PARTISAN
- For 2 hard-working, intelligent professionals, my husband and I cannot afford a home here. Please keep taxes down! Please obey federal immigration laws.
- For years and years, we have gone too long without a true public transportation system. The longer we wait, the harder it is. You know this. The elevated rail proposal back in the early 2000s was so close. The cost of that in today's terms is a drop in the bucket. We are wasting time. This is no city to live in when you have to DRIVE everywhere to enjoy life.
- FORCED TO MOVE DUE TO TAXES. MOVED OUT OF AUSTIN.
- FORCING LOWER INCOME GROUPS (WORKERS) OUT OF AUSTIN WILL DESTROY THE AMBIANCE OF THE CITY AND DRIVE STUDENTS OUT OF THE AISD. CLIMATE CHANGE SEEMS TO MAKE A DESERT OUT OF CENTRAL TEXAS. A LONG TERM WATER AVAILABILITY PLAN IS A NECESSITY.
- FORGET THE BIKES. NOT EVERYONE IS DOWNTOWN! SUBURBS AND OUTSIDE DOWNTOWN NEED SERVICES. WE PAY MORE THAN BIKES. MAKE BIKES GET LICENSE PLATES.
- FUND NEEDS BEFORE NICEIES, BACK OFF ON ENTERPRISE FUNDS
WATER/ELECTRIC TO GENERAL FUND
- Gentrification is out of control.
- Gentrification of east Austin needs to stop. More affordable housing is needed, not high end condos.
- Gentrification, cost of living pushing long time residents out of city , needs to be addressed thoughtfully and with active input from residents.
- Get a decent transportation system for this city to unclog the streets - provide an alternative way to get to the airport - provide a way for the youth (or people who cannot afford a car) to get around the city without having to rely on their parents, a cab or have to have a car - I am so disappointed in the priorities this city has for itself. You have allowed all this development and not provided a sane way to deal with all the cars and people it brings. You are no longer a small town you are a city act like one.

- GET AN EFFECTIVE MASS TRANSIT SYSTEM STARTED, IF YOU ARE GOING TO RELY ON BUSES AIR CONDITION BUS STOPS ARE NEEDED
- Get Austin on a computerized traffic control system - Now! Now! Now! Anticipate - rather than react to - urban planning. Use future development of mass transit to determine future growth patterns.
- Get Conservatives on the Council to create a balance between the spendthrifts and the physically conservative.
- GET EVERYONE IN PERMITTING DEPT. ON THE SAME PAGE. DIFFERENT ANSWERS ON DIFFERENT VISITS WITH SAME OR DIFFERENT PERSON. RIGHT HAND AND LEFT DON'T WORK TOGETHER.
- GET HOMELESS OUT OF DOWNTOWN
- GET MORE PEOPLE ON BIKES!
- Get our money back from CodeNext people. They do not understand our town!
- GET OUT OF NATIONAL POLITICS AND DO YOUR JOB AND MANAGE THOSE REPORTING TO YOU TO DO THEIRS. WE HAVE ENOUGH PROBLEMS IN AUSTIN TO ONLY HAVE A PART-TIME MAYOR!
- GET PEOPLE OUT OF THEIR CARS
- GET POLICE TO GIVE MORE TICKETS FOR TEXTING AND DRIVING AND NOT GETTING OUT OF THE LEFT LANE. I DON'T CARE IF PEOPLE GO 10 MILES OVER THE SPEED LIMIT AS LONG AS THEY PAY ATTENTION.
- Get rid of teen curfew
- Get serious about fixing property taxes and make housing more affordable. Solve the root cause of public welfare and help everyone.
- GET THE CITY OUT OF NON-ESSENTIAL SERVICES. THE CITY PROVIDES TOO MANY SOCIAL SERVICES. DE-REGULATE. THE CITY OVER REGULATES EVERYTHING IT TOUCHES. STICK TO THE BASICS - PUBLIC SAFETY, W/WW/STREETS.
- GET THE CITY OUT OF THE ELECTRIC UTILITY BUSINESS AND DO NOT FUND ANY MORE BIKE LANES IN CITY STREETS, STOP BEING A SANCTUARY CITY
- Get the government out of the way. You fuck everything up.
- GET THE HOMELESS OUT OF DOWNTOWN
- Get the lights timed to improve traffic flow.
- get the mopac project finished fast
- Get the traffic flowing
- Getting around town needs to be easier. I'd love to live in South Austin (cheaper & more culture) but I work up north and the commute nearly killed me. I now live in far north Austin simply for convenience - definitely not where I want to be.
- GIVE DECENT COST OF LIVING RAISES FOR STATE EMPLOYEES. AUSTIN ISD EMPLOYEES PROVIDE AFFORDABLE HOUSING THAT THE MIDDLE CLASS QUALIFIES FOR.
- GIVE MORE CONSIDERATION TO REGULAR WORKING PEOPLE WHO LIVE HERE THAN TO TOURISTS, SPECIAL INTERESTS AND ACTIVIST

- Give the residents of Austin another choice for electric services and take care of the homeless population
- Going to the park and library with my grandchild, is one of my favorite activities . Thanks
- Good job in a Difficult state political environment. Hang in there and run again.
- Great job! It would be great if mirrors could be added to highway exits that descend in a way that doesn't allow for visibility of traffic on access roads (e.g. HWY 183, 360 exit heading south).
- Great Parks & Trail systems
- grow mass transit
- HAVE CITY COOPERATE WITH I.C.E. - NOT A SANCTUARY CITY - FOLLOW US GOV'T LAWS
- have drop off for hazardous waste open on Saturdays
- Have recycling available to companies, facilities and residences in Westlake. What can be done for middle income families or single family homes to make inside city limits housing (purchasing) more affordable in order to keep jobs that we love?
- he wouldn't change
- Health and human services needs to stop taking money away from programs for people with disabilities.
- Help Austin grow with transportation and better highways
- Help the homeless and gentrified! Tax the rich. Wealth is criminal and ruining everything that makes this cities what it is. It's too difficult to afford to live here as a blue collar worker
- HELP THE HOMELESS. MORE AFFORDABLE HOMES FOR LOW INCOME PEOPLE.
- high property tax are making it extremely difficult for seniors to stay in their homes despite the homestead program
- HIGH PROPERTY TAXES WILL SOON KICK LOTS OF PEOPLE OUT OF AUSTIN. TRAFFIC IS TERRIBLE, SIDEWALKS AND UNCUT GRASS NEED ATTENTION. REGULAR FOLKS DO NOT BENEFIT FROM SXSW AND OTHER MUSIC FESTIVITIES. WE JUST GET NOISE AND TRAFFIC.
- High property taxes, services are not up to par with other states.
- higher density housing, usable public transport, heat reflective street surfaces
- Highways need to be addressed or remove tolls and make i30 regular highway
- HIRE COMPETENT GOLF COURSE MANAGEMENT, MAINTENANCE OF CITY GOLF COURSES IS BY TRIAL & ERROR (MOSTLY ERROR)
- HIS CAMPAIGN PROMISE TO DRASICALLY IMPROVE THE PROCESS FOR PERMIT APPROVAL HAS NOT BEEN ACHIEVED AND NEEDS TO BE
- HOME VALUES HAVE SKYROCKETED AND I FEEL PROPERTY TAXES SHOULD BE REDUCED. I DON'T UNDERSTAND WHERE THE SURPLUS TAX REVENUE IS GOING. I CAN BARELY AFFORD TO LIVE HERE ANYMORE. IT'S A GRIND / RAT RACE TO SCRAPE BY.
- homeless
- HOMELESS IS A REAL PROBLEM, BEGGING ON EVERY CORNER AT LIBRARIES, EVERYWHERE I LOOK
- Homeless living under bridges

- HOMELESS POPULATION DOWNTOWN DUE TO LOCATION OF ARCH, UNSAFE, DIRTY, THREATENING. WE HAVE SO MANY TOURIST AND THAT IS THE FIRST THING THEY EXPERIENCE, RIDICULOU
- homeless population grows and spreads out. need a compassionate response
- homeless problem its escalating and they are bolder about pan handling, come up to car not good, most are drunks and drug users. sad
- HOMELESS SITUATION
- HOMELESS YOUTH 18-25 USUALLY FOSTER AGED OUT YOUTH SAFETY ISSUE FOR GIRLS
- HOMELESS/PANHANDLING CONCERNS NEED TO BE ADDRESSED! WE SHOULD HELP, NOT ENABLE THESE FOLKS BY CONTINUING TO ALLOW THEM TO PANHANDLE AND CAMP IN PUBLIC AREAS.
- Horrible traffic
- Horrid traffic. Resent that we have to pay for toll roads
- Hot as hell in the summers, but I wouldn't trade it for anywhere else in the world.
- Housing affordability and traffic are my two main concerns. I grew up in Austin and it's just too expensive and too crowded now, which makes it a less enjoyable place to live. I'm not sure I can sell my home and be able to afford another home in my same neighborhood. My day has to be scheduled around the traffic on mopac. And all of the events that used to be fun and easy to get to (kite fest, Zilker Xmas Tree, fireworks, etc.), are overrun and too difficult to get to. So, my family and I try to find activities elsewhere, which is a shame.
- Housing Affordability is the most serious issue to address. The poor are leaving the city to areas that that are not eligible for the City of Austin assistance. They are getting desperate. There has been plenty of opportunity for the wealthy...it's time to take care of those most in need.
- Housing costs are expensive
- HOUSING COSTS TOO MUCH FOR MANY WORKING PEOPLE TO AFFORD
- Housing for middle class, affordable
- HOUSING IS TOO EXPENSIVE. IT'S RISING FASTER THAN WAGES CAN KEEP UP.
- Housing market is crazy compared to rest of state
- Housing must be fixed! It is driving long residents of lesser means out of the city THEY built!
- Housing prices are going too high and minimum wage doesn't.
- How about having safe spots to launch fireworks for a donation to a charity?
- How you will tackle issues such as gerrymandering and corruption.
- Hurry up with the MoPac renovations.
- HWY & ROAD SYSTEMS NEED IMPROVEMENT, THE FLOW OF TRAFFIC NEEDS TO MAKE SENSE, WE NEED MORE READILY AVAILABLE PUBLIC TRANSPORTATION SYSTEMS
- I absolutely LOVE the Austin public library system!
- I accept the changing skyline of Austin and even the hipster vibe. But what I am having a really hard time digesting is that although I am part of the fabric of Austin; the reason so many want to call this city home, I am finding it overly difficult to afford to live here. I work at the university in public health....a job with a great deal of emotional and service satisfaction but it cannot compete with the income base of many of our new residents. I want to know what the city has

planned for it's long time residents that will to allow them to afford to live in the place we have always called home.

- I adore Austin, but I find that we are playing catch up with the city's growth. Additionally the price of living is increasing at a rate that my pay is not. I wish it was more affordable to live in the place I love so much!
- I AHVE A LOT OF RESPECT FOR OUR MAYOR: STANDING UP FOR OUR COMMUNITY IN THESE TIMES OF GOVERNMENTAL TYRANNY. HE IS TRYING TO MAKE AUSTIN BETTER. I SAY HIS FUTURE LOOKS BRIGHT FOR TEXAS!
- I AM A TEACHER AND I CANNOT AFFORD A HOME IN AUSTIN. MY HUSBAND AND I ARE HARDWORKING LAW ABIDING CITIZENS AND WE CANNOT AFFORD TO LIVE IN THIS BEAUTIFUL CITY.
- I am an owner of a couple of short term rental properties in town (one Type 1, in the duplex where I live, and another duplex -- Type 2 -- a block away from my home here in Duplex Nation). I attended the hearings on the new regulations in 2016 and was disappointed in the results (particularly with regard to Type 2 properties), mainly because I believe (like many other STR owners who strictly adhere to the requirements set down by the city), that actors in good faith have been punished for the bad acts of a few. And I absolutely believe the threat from STRs to city affordability has been overblown without any reasonable data backing it up and the STRS have been made a scapegoat for a complex problem that is more on the backs of property developers and a NIMBY-led city-wide resistance to increased density. That said, I also absolutely oppose opening up the city to unregulated STR development like those bills the state has been considering the past session. I felt the 3% cap worked well for Type 2 rentals at drawing a compromise between property rights and neighborhood integrity, and only failed to work where in high demand neighborhoods where unregistered STRs were allowed to operate with impunity. Specifically, I'd like to see Type 2 rentals for good actors maintained WITH A CENSUS TRACT CAP similar to the one that was in place before the change in city regulations in 2016, but moreover, I would like the City of Austin to consider signing agreements with Airbnb, Homeaway, etc. to let them charge and pay the city hotel taxes UPFRONT, instead of leaving this to the STR owners. As you may know, the state comptroller has recently done this with Airbnb and Airbnb now charges all Airbnb bookings in the state of Texas 6% HOT directly and pays the state on a quarterly basis. I feel such an agreement would put all STRs on a level playing field (and would increase overall tax revenues for the city) by ensuring non-compliant STRs are forced to charge the taxes owed to the city. I believe if the City of Austin signed these agreements with the STR booking platforms, revenues for the city would increase without needing to consider higher hotel occupancy taxes, which I understand is under consideration. Finally, notwithstanding the STR issue that affects my family personally, I want to thank Mayor Adler for consistently taking the correct moral stance with so many of the issues facing this city; immigration, transgender issues, etc. We are truly fortunate to have a mayor like Mr. Adler.
- I am appalled at the overspend, the delays, and apparent mismanagement of the new central library (downtown).
- I AM BEGINNING TO FEEL TRAPPED IN MY HOME BY THE TRAFFIC CONGESTION.
- I AM CONCERNED ABOUT THE POLICE SITUATION, ONGOING, AUSTIN SEEMS SHORT ON COPS, RECENTLY THERE DON'T SEEM TO BE ENOUGH PATROL CARS W/CARBON MONOXIDE ISSUES

- I AM CONCERNED CODENEXT IS GOING TO PRICE ME OUT OF MY NEIGHBORHOOD AND ALL MY FRIENDS THAT LIVE AROUND ME.
- I AM DEEPLY CONCERNED ABOUT TRAFFIC AND AFFORDABLE HOUSING. AUSTIN IS A OVERALL GREAT PLACE TO LIVE WORK AND RAISE A FAMILY.
- I AM FOR STRONG LAW ENFORCEMENT. I AM STRONGLY AGAINST SANCTUARY CITIES AND PEOPLE ENTERING TEXAS AUSTIN ILLEGALLY.
- I am in favor of red light cameras
- I am strongly opposed to the City of Austin's failure to assist Federal Officials with the enforcement of Federal Immigration laws.
- I AM TORN BETWEEN THE UPKEEP OF MAJOR STREETS SUCH AS E STASSNEY AND FOSTERING A CULTURE OF GOOD MANNERS BETWEEN NEIGHBORS SUCH AS NOT PLAYING LOUD MUSIC EVER IN A NEIGHBORHOOD
- I am upset that you campaigned promising to increase the homestead exemption to 20% to make our city more affordable, but Ellen Troxclair was the only council member to request that it be put on the agenda in June and you did not support that move.
- I AM VERY CONCERNED ABOUT THE NEGATIVE IMPACT OF CODENEXT ON MY NEIGHBORHOOD. IT SEEMS TO BE WRITTEN FOR THE BENEFIT OF DEVELOPERS, NOT THE RESIDENTS WHO WANT TO MAINTAIN THE CHARACTER OF THE NEIGHBORHOOD.
- I am very concerned that Austin is growing too fast and will lose its unique qualities and charm. I want to be able to afford to live here.
- I appreciated your response to the concerned citizen expressing his distaste for Alamo Drafthouse's all-woman screening of Wonder Woman. I feel like I got to hear your voice, Mayor Adler. More of that. Communication with the citizens, in all channels, is appreciated.
- I believe that many of the negatives about Austin (crowded streets, streets in disrepair, etc.) could be fixed with more rapid transit and with fewer people driving 1-to-a-car. I enjoy proximity to parks but would have to drive to ride Cap Metro; yet, it would not be worth a RideShare driver's time to drive us 6 blocks to a bus stop. I understand the traffic problems are greater on MoPac and I-35 and are tied to affordable housing, but here, close-in, as is optimal, we also have access issues unless we live very near a bus route. For me to catch a bus to UT or Austin Convention Center, e.g., I'd have to drive east to S. Lamar, park, take a bus south to Ben White, catch another bus to the transit center @ South Congress, then catch a bus to UT or the Convention Center. We seriously need cross-town, east-west corridors like Cesar Chavez.
- I believe there are many opportunities to cut costs within the City government without cutting the services. I think these have not been addressed and that instead taxes are raised etc. when the money could be saved internally without raising taxes or creating bonds. I also think the construction delays on Mopac have been a nightmare and unacceptable.
- I believe there needs to be more effort to ensure long time Austin residents don't get priced out of their homes, like the east side residents.
- I CANNOT FORECAST IF WE CAN AFFORD TO (RETIRE)CONTINUE TO LIVE IN AUSTIN. CENTRAL AUSTIN & ACCESS TO PARKS/LAKE. COST/TRAFFIC/PARKING/ETC
- I deeply appreciate access to bike trails and parks.

- I do a lot of walking and the sidewalks are in bad shape
- I do not agree with multipurpose developments such as the proposed development on Bull Creek.
- I do not desire high density in my neighborhood. (Allandale)
- I do not feel safe in my neighborhood. I get constantly harassed on the street. There are no sidewalks or proper street lighting.
- I don't really support the mayor and the city council's ideas for our city.
- I don't think that the city is headed in the right direction because the quality of life here is not so good as it was, too much traffic, too expensive for middle class people and low income, losing our diversity
- I don't understand the low bid rules regarding city projects. It has contributed to the cut-corners style work I see happening all around the city, including no enforcement of safety laws for city workers (ex: utility men running to stop cars, no flagmen, etc.) which shows a total disregard to the hard working laborers this city claims to be invested in protecting.
- I feel as though the only affordable place to live right now is in the Del Valle area, which is why I recently bought a home out there; however, I feel as though the residents of Del Valle often have to pay for Austin services but do not get any of the benefits from Austin. There are no amenities, no shops, and no grocery stores, yet I recently heard that my property taxes may go up. Why am I paying so much and getting so little? Why are you taxing the poorest of your communities at the highest rate. It might behoove you to tax those that are more wealthy and affluent. It might behoove you to care a little more about Del Valle. We matter too, and the community would appreciate it if you acted like we mattered.
- I feel like the gentrification and lack of racial diversity are really a problem.
- I feel like the mayor cares about things I care about, but, electricity is too expensive.
- I FEEL PRICED OUT OF BUYING A HOME IN SAFE NEIGHBORHOOD WITH A 787 ZIP CODE
- I FEEL SAFE AND EASY TRANSPORTATION IS A REAL PROBLEM IN THIS CITY AND WE NEED TO COME UP WITH INNOVATIVE SOLUTIONS.
- I feel that our property taxes are out of control, as well as ridiculously high utilities. I also feel that we need more bulk trash and brush pick ups. Dallas has them one a month, we only have two pick ups for each.
- I FEEL THE HOMELESS PROBLEM DOWNTOWN IS THE HIGHEST PRIORITY IT HAS SIGNIFICANTLY IMPROVED OVER THE PAST 6 MONTHS BUT PANHANDLES ARE STILL EVERYWHERE, THAT IS MORE SAFETY CONCERN TRAFFIC IS NEXT
- I FEEL THE QUALITY OF LIFE HAS LESSENED FOR THE MAJORITY AS THE CITY BECOMES UNAFFORDABLE FOR MOST CATERS TO THE INFLUX OF BUSINESS TAX EXEMPTIONS FOR MONEY PEOPLE TAXES COST.
- I guess you're trying your best, but while you're using MY tax dollars to fight for the rights of illegal aliens, did you forget about the citizens of Austin. I think that should be your first battle !!
- I hate toll roads with passion. Raise the gasoline tax and open up the toll roads to everyone.
- I have been a teacher in AISD for 10 years and cannot afford my home with a new child within the city limits, without using credit to cover some expenses. Since beginning my career here, I am making less now than I was initially, with the raising cost of insurance and the cost of living.

How is the city going to continue to keep quality teachers if they can't afford to live and raise their children within the city?

- I HAVE BEEN IN CONTACT FOR SEVEN YEARS TO REPAIR THE SIDEWALKS AT 4906 CARSONHILL DR. AND NO ACTION HAS BEEN TAKEN, I HAVE EMAIL AND DOCUMENTATIONS.
- I HAVE BEEN SO DISGUSTED WITH CITY COUNCIL'S AGENDA. IT'S WASTEFUL AND SELF-SERVING.
- I have had to call 311 and 911 over and over for the same problem that never seems to be taken care of. there are a lot of people at the corner of Woodland and Burton that drink, urinate, harass people, even sleep by the shop and save store, it has become an issue that continues to grow and now be resolved. those drinking are not fined for doing so, and the store just keeps selling them more beer. add to it the low grade pimps and prostitutes that sit at the two bus stops and harass people, it is something that needs to be addressed, I have had to bring my dogs out to help a white lady friend of mine make her walk without issue more than once for her own safety and so she felt safe after she was harassed by multiple men. please ask the police to do their job and help put an end to this
- I have live in Austin all my life, its amazing how much its grown during this time, but please do all you can to fix the traffic concerns quickly, as well as the light at Davenport Village and 360! Thanks! :)
- I have waited 20 years for a real fix to the Y in Oak Hill. They keep redoing studies and have spent a lot of money on these studies. The continuous left lane has done little to improve the Y. Traffic everywhere has become ridiculous!
- I just received a parking ticket, even though I had paid the meter and proof was hanging on my window. How greedy is this city.
- I know you guys are working on it, but reducing housing costs has got to be top priority. It's absolutely insane right now! Thank you for all of your hard work.
- I LIKE THE CURRENT MAYOR, STEVE ADLER
- I like your idea to harness the tourist industry dollars to pay for things like ending chronic homelessness, people expand curbside composting
- I look forward to Steve Adler's strong leadership. I respect and admire him so far - I believe he has the right skill set as an attorney to guide Austin through challenging times as it grows so quickly.
- I love almost everything about this city, except for the trash in my neighborhood and the trash at Secret Beach. Other than that, Austin is like paradise for me. Thank you for providing a clean and beautiful landscape to hike and enjoy everyday!!!
- I LOVE AUSTIN BUT IN THE NEXT 10 YRS WE GOT TO ESTABLISH A VIABLE TRANSPORTATION THAT IS NOT CITY BUS DEPENDENT, THIS CITY WILL BE UNLIVEABLE IF WE DONT'
- I love Austin!
- I LOVE AUSTIN. HOWEVER, THE TRAFFIC/TRANSPORTATION IS RIDICULOUS. WE ARE A PROGRESSIVE CITY, YET FALLING WAY BEHIND ON TRANSPORTATION. ALSO, THE COST OF LIVING IS TOO HIGH FOR THE AVERAGE INCOME. WE NEED TO BE MAKING MORE MONEY.

- I LOVE MY CITY BUT WE MUST IMPROVE OUR ROADS AND CREATE MORE PUBLIC TRANSPORTATION.
- I love the amount of bike trails, especially off-road trails. As the city grows, my request would be to continue to focus on outdoor recreation. It's what makes Austin, Austin.
- I love the city of Austin and feel that its employees work very hard to maintain and improve the quality of life in our city for all people. I feel that the city does a good job even though it seems to be continually attacked by special interests, people who do not want progress, and by conservative state legislators or other elected state officials that are working for special interests from outside our city. I do not think our city is perfect, but I do feel that since I have lived in Austin, the city government has continually shown a desire to try and improve the quality of life in Austin and I appreciate the work you and the employees of the city do. Thank you.
- I LOVE THE CITY. I LOVE MY HOME IN THIS NEIGHBORHOOD.
- I Love the cultural and social diversity of our city. But, I'd like to see the city involved more directly in more veteran-related programs, charities, and fund-raisers.
- I love the diversity.
- I LOVE THE MOMENTUM AND THE SUPPORT FOR CLIMATE CHANGE. IT SEEMS LIKE YOU ARE REALLY LIVING YOUR VALUES IN OFFICE AND THAT IS REFRESHING TO SEE.
- I LOVE YOU MAYOR ADLER, PLEASE PREPARE LAMAR BETWEEN 45TH ST AND 183, ITS IN TERRIBLE SHAPE! THE FACT THAT OUR TICKET MACHINES FOR THE LIGHTRAIL DON'T OFFER CHANGE, YOU CAN'T USE A CREDIT CARD TO PURCHASE TICKETS
- I miss my city. I look around and see strangers. I feel like people are invading our home with no respect to the Communities that existed here before their arrival. I see my diverse neighborhood becoming White washed. There is not enough support for poor people and people of color in this city. Not enough investment is made into honoring native citizens, not enough protections are provided. In my interactions with the police, I am treated like a criminal in my own neighborhood. Police show up with their hands on their guns in front of a child's birthday party. I mistakenly rang the wrong doorbell trying to find my child's friends home. Instead of interning me I was at the wrong house the resident called the police. Luckily one officer was upset about this as I was and informed the resident they could have just talked to me. But this is the reality now. People call the cops on you for knocking on their door. Police presence doesn't make me feel safer. More crime now due to influx of money. The city needs to get out here, be in these streets, visit the pools in a summer day, go talk to the people at ARCH, come to the Eastside where the voices of poor people and people of color are still not being heard. Stop pandering to the affluent who are taking over our policies with their own needs because they can afford to show up. We are still here; your working class communities, your starving artists, your waiters, your fast food workers, your janitors, your teachers (!), your single parents, your high school educated, your formerly convicted, we all deserve to feel safe, we all deserve access to affordable homes, affordable childcare, affordable food. The needs of the rich and the needs of the poor are not the same. We don't need boutique stores and bars. We just want community spaces where everyone feels welcome, we want police who treat us with respect, we want local government who listens and tries harder. I'm tired of all that I'm seeing. But all that being said, I really appreciate the mayor's efforts to address the housing affordability crisis. We love our libraries and

our pools, when they're open (why are there no lifeguards of color? It seems the aquatics Dept. could go into the schools and recruit). I love bulky trash day and I wish recycling was weekly but I love that the city makes efforts in these areas. I think we just need to better to care for the people. Enforcing codes and criminalizing minor offenses doesn't strengthen the community, it pits people against each other. We need to be mindful of racism inherent in our city systems. We need to train our civil servants how to unlearn their own bias. I wish we had the type of community policing where people recognized police, spoke with them, felt safe with them. But we know what's going on, here and everywhere, Austin needs to be on the forefront of change. We need to be trailblazing not falling in line and you have the right kind of people to do the work here. You have very engaged citizens building movements, reach out to these people, see them as allies. Thank you for your time.

- I REALLY APPRECIATE HIS STANCE ON A SANCTUARY CITY THANK YOU
- I really like to recycle but since it is only picked up every other week, sometimes it is hard to get everything to fit, even though the bin is very large. I don't know if it is cost effective to pick up recycling every week, but if it was possible, I would appreciate it and maybe others would recycle more too.
- I should not have to take out a 2nd mortgage to water my lawn if I choose, if that is the case and you are going to stick it to me I should be allowed to did a well.
- I SUGGEST INCREASING BICYCLE ACCESSIBILITY ON AND OFF ROAD BY ADDING BIKE LANES AND URBAN TRAILS.
- I support his views on Sanctuary Cities. The apartment here raise rent at every renewal and it is getting out of hand. We need rent control for the middle class as well as the poor.
- I SUPPORT MAKING AREAS SAFER FOR PEDESTRIANS AND CYCLIST HOWEVER SOME OF THE BIKE LANES/CURBS INSTALLED DOWNTOWN MAKE IT DIFFICULT FOR CARS TO EXIT WITHOUT HITTING THE BICYCLE LANE CURB UNLESS YOU MAKE A WIDE TURN INTO THE ONCOMING TRAFFIC. THE CURBS SHOULD BE CUT BACK AT PARKING GARAGE EXITS 301 CONGRESS EXIT AT 3RD ST
- I take pride in my home and where I live, and would like the same efforts from the City of Austin given in the lower income areas streets, roads and parks that is given to the higher income areas. Keeping the grass cut and, maintained on the roadways and parks. And insuring pot wholes are filled on the roads and streets.
- I THINK AUSTIN IS MOVING IN THE RIGHT DIRECTION.
- I THINK IMPROVEMENTS TO PUBLIC TRANSPORTATION WOULD BE HELPFUL. MAYBE IMPROVING CAPITAL METRO. MAYBE REQUIRING BUILDINGS DOWNTOWN TO HAVE LESS PARKING.
- I think some major focus should be placed on restoring the diversity in Austin. Gentrification has spread throughout Austin and pushed all minorities to the outskirts. Austin was labeled the embarrassing, #1 place where more black people left a city even though it's growing at remarkable rates. It's sad to see the previous Hispanic and black community that once was disappear. Everything has been replaced with chains and the removal of any culture. Austin is no longer 'weird', it is now white.
- I think that department head vacancies should be replaced with existing city employees. Why spend all this money on a recruiting firm and hire an outsider not familiar with the city. For instance, if the interim police chief is doing a good job, promote him to the police chief position.

Also, I think we should concentrate on our green belts and trim more trees to prevent fires and electrical outages. Also, don't take away sick time or PTO time from dedicated city employees.

- I think that focusing traffic efforts towards encouraging cycling and it's safety is paramount to easing congestion e.g. street lighting, signage, protected lanes etc.
- I THINK THE CITY IS DOING A GREAT JOB MANAGING THE EXPLOSIVE GROWTH. AS I GET OLDER I KNOW THAT I WON'T BE ABLE TO AFFORD TO LIVE HERE IN THE FUTURE.
- I think the city permitting department seriously needs an overhaul. It is notorious as being an obstruction to growth and many people I know in Austin would 100% agree. I have heard many stories of people being affected negatively by this department.
- I think the CoA focuses on programs that help few people rather than focusing on things that will help the majority. We need to get control of the homeless situation and traffic first and foremost, and quit wasting resources on frivolous programs.
- I think the exponential growth of Austin has had a significantly negative impact on the culture and values that this city was originally known for. I will be moving away because of it.
- I think trying to find permanent residence for homeless will be an expensive failure. For whatever reason they don't have pride of ownership and the residence will not be kept up and deteriorate rapidly
- I think we have coddled the Bicycle Riders enough.
- I THINK WE'RE DOING A GOOD JOB OF MANAGING GROWTH--WISH WE HAD MORE MIXED NEIGHBORHOODS, MORE DIVERSITY, MORE UPWARD MOBILITY. BUT IN GENERAL, I LOVE OUR CITY
- I urge the city to continue to resist efforts by the trump administration and the State legislature and Governor and Lt. Governor to make Austin an unwelcoming place for refugees, displaced persons and the LGBT community. I am proud of Austin's leadership in being a progressive and inclusive community for all people.
- I use solar energy yes never have received a rebate from Austin energy. Why?
- I walk and ride the bus a lot. The sidewalks in my neighborhood are dangerous. I have to walk in the street to avoid breaking a bone or falling.
- I WANT MORE RAIL SERVICE. AND AFFORDABLE HOUSING IN MORE NEIGHBORHOODS.
- I want the mayor to visit 2 places in my neighborhood as a snapshot of city services FAILING my neighborhood. Visit the Bluff Bend bridge project that hasn't been completed in 2 years (It is on YouTube, too); and visit the corner of Northcape and Middle Fiskville that is a dumping ground for wrecked cars and trash on dark streets. Where are my tax dollars at work?!
- I was born and raised here. It feels as if we are being pushed out by out of state people. This is causing a rise in property taxes, rent and housing costs. This was done when large out of state businesses were allowed to move here and given tax incentives. These big businesses brought their own people hiring very limited people from Austin. Now they are taking over east Austin, raising taxes and pushing poor Hispanic/African American people further away from Austin. We need to get back to that small town feeling. I do not want this city California.

- I WILL BE 75 IN 2 MONTHS. I CAN NO LONGER AFFORD TO LIVE IN AUSTIN AND WILL MOVE FROM HERE THIS YEAR. SENIORS NEED DISCOUNTS IF WE ARE TO STAY.
- I wish Austin would plan better for growth. It's a mess here.
- I WISH FOR MORE LAW ENFORCEMENT.
- I wish that there were some sort of welcome packet when I moved here so I was more aware of all of these services, programs, centers, parks, etc. that you are questioning the quality of.
- I WISH THE CITY GOVT DO MORE TO IMPROVE LOW INCOME FAMILIES/TEENS ACROSS TO QUALITY SUMMER AFTER SCHOOL PROGRAMS TO FURTHER PHYSICAL HEALTH ENGAGE YOUTH IN POSITIVE WAY AND IMPROVE ACADEMICS OPPORTUNITIES
- I wish the city of Austin would put more pressure on AISD to reject the poorly written STAAR test and the prescribed way it teaches in order to make the district more attractive to skilled teachers so I don't have to teach in the suburbs.
- I WISH THE PARKS HAD PONDS FOE WATERFOWL AND TURTLES. SOUNDS RANDOM BUT I LIVED IN ALLEN TEXAS AND IT'S PARKS WERE AMAZING. THANK YOU FOR YOUR SERVICE MAYOR.
- I WISH TRAFFIC CONGESTION COULD BE FIXED, PROPERTY TAXES TO BE DECREASED AND MORE AFFORDABLE HOUSING
- I wish we had better public transportation . I am primarily disappointed in the cities efforts to improve public transportation. We are so far behind.
- I work for APH, and go to school for Criminal Justice and is trying to see what would be the easiest way to get with APD. I have done a volunteer application to volunteer with APD, and still having a hard time. I thought that being a worker with the COA for over 14 years it would be a little bit easier to transfer, but its not. I have seen older workers come in out of retirement, just to work no more than 5 - 10 years, and retire again. I have also noticed a lot of racial things, but to speak on it I feel that nothing is going to happen, so I just feel why waste my time reporting it. Its not what you know its who you know to get you the position you want.
- I would ask that the Mayor continue to focus on providing access to affordable housing for both renters and residents wanting to buy homes.
- I would ask the Mayor to PLEASE ask our state legislatures to focus MORE on public education finance reform than on bathroom bills. Our children are our future and the Austin Ind. School District is struggling mightily bc of a lack of TRUE and CONCERTED attention to public school finance. Way more citizens (children) are influenced by public education than any other single publicly funded need - give it the time and energy it deserves!!!!
- I would like our government to focus more on providing the essential services such as street maintenance, enabling the police by passing laws that are truly enforceable, fire, and EMS, helping those in need and less money/time on trying to solve all the little petty issues that people bring up.
- I would like see more affordable housing. I think housing prices in Austin are getting out of control and the city needs to ensure that we have lower income housing for people.
- I WOULD LIKE THE MAYOR TO DECREASE THE AMOUNT OF LAND (TREES, ETC) THAT IS BEING SOLD TO & DESTROYED BY DEVELOPERS TO BUILD

HOMES/APARTMENTS. I ALSO SUGGEST THAT A TOLL OR CARPOOL LANE BE BUILT ON I-35 TO EASE TRAFFIC.

- I would like the Mayor to look at affordable child care for working families that are not rich, my daughter and her boyfriend have a beautiful son and a baby on the way, they are working people and can not afford daycare and feed their family
- I WOULD LIKE TO ADDRESS THE HOMELESS POPULATION-LIVING UNDER BRIDGES & PANHANDLING ON EVERY STREET CORNER
- I would like to let you no that side walks need to be cared for all the time and not only around the schools I have to handicap boys, one in wheelchair and one in a walker and I can't talk him walking on the sidewalk in our circle because the side walks are terrible. I used to walk up to E. William cannon but the grass is over grown on the sidewalks I have to go down to the bike lane to get around the area. one day I did and when I went up to E. William cannon some home owner did the grass on the outside of his fence and left 3 dead snakes on the sidewalk.
- I would like to see a law that limits Construction. A law that you must be a 10-year resident of Austin before you are allowed to build anything new within the city limits.
- I would like to see a more diverse population in the mid-range priced neighborhoods. Mixed priced housing in more neighborhoods would be welcome. I would like to see more small business present in our neighborhoods. It would be nice if more schools were used as neighborhood centers for people to gather for different purposes. I would like to see more programs for Austin homeless population, more housing, more health care options for them. I don't want ICE to detain immigrants if they are not guilty of violent offenses.
- I would like to see more ESL classes provided by the City of Austin rather than churches.
- I would like to see our downtown area more densely populated.
- I WOULD LIKE TO SEE THE CITY OF AUSTIN EXPAND THE COMPOSTING PROGRAM TO MORE AREAS OF THE CITY.
- I would like to see the city put more importance on making public places/businesses comply to ADA laws. As someone in a wheelchair I find businesses do not bother to have a ramp versus steps.
- I WOULD LIKE TO SERVE ON THE PUBLIC SAFETY COMMITTEE.
- I would like to share my perspective with the mayor and bring the community closer together to have a solid insight about everyone's wants and needs.
- I would love to see improved public transportation
- I would really like to settle in Austin long-term and am interested in buying a home, but I am very concerned about the potential property tax burden. Can something be done to address these affordability issues?
- I'D APPRECIATE STRICTER ENFORCEMENT AND MORE REGULATION OF SHORT TERM RENTALS AND GROUP HOMES. THEY SURE CAN DESTROY ANY PEACEFUL LIVING IN OUR NEIGHBORHOODS. THANK YOU!
- IF POSSIBLE LIMIT THE AMOUNT OF PEOPLE THAT MOVE HERE UNTIL WE CAN HANDLE IT. TRAFFIC
- IF POSSIBLE, MAKE AUSTIN MORE AFFORDABLE FOR RETIREES.
- IF WE HAVE BIKE LANES WHY ARE THEY ON THE STREET LIKE CARS?

- If you can't build new streets, AT LEAST make connecting roads so you can get from neighborhood to neighborhood if main streets are jammed...This should be for fire, medical and police services !!!!
- I'm a pedestrian and I just want the help from the city of Austin to keep drivers from killing me with their cars. It would be nice if you could review crosswalk safety and maybe not have walking man sign saying it's ok to walk while there 's a green light to turn left. That is NOT safe! I often have to cross I-35 by foot at overpasses and that is almost a death trap. Please help us! We pedestrians are just trying to get to work and other places just like anyone else.
- I'M HEARING MORE AND MORE PEOPLE SAY THEY ARE GETTING WORN OUT BY TRAFFIC HASSLES AND LIVING COST AND WISH TO MOVE OUT
- I'M LEAVING AUSTIN. I CAN'T AFFORD A 3 BEDROOM HOUSE IN THE CITY, SO MY HUSBAND AND I ARE MOVING TO PFLUGERVILLE. ANOTHER AISD TEACHER TO PFISD.
- I'm very conservative in my use of electric and water usage but the fees attached to these utilities added up are higher than my actual cost of utility. These fees are very high for consumers on fixed incomes and otherwise.
- I'm worried about the long-term sustainability of this city, given overcrowding. I'm particularly concerned about traffic and the water supply.
- Imagine Austin is a great guiding document. CodeNext effort seems to be ignoring it. Accommodating rapid growth is our biggest challenge and CodeNext looks to only limit supply and access to housing. City Manager needed desperately but only if that person is able to lead and coordinate some very selfishly focused departments.
- Immigrants are important, they are not enemies
- Impossible to park downtown, need more mass transit
- Improve affordable housing programs
- IMPROVE BIKE LANES
- Improve customer service and availability of communication with City of Austin utilities.
- IMPROVE DEVELOPMENT SERVICES PROCESS FROM PRE COMMERCIAL REVIEW THROUGH APPROVAL PROCESS.
- IMPROVE INFRASTRUCTURE. SPEED UP THE PANNING PROCESS AND PERMITTING PROCESS FOR RESIDENTIAL CONSTRUCTION.
- IMPROVE MOBILITY (TRAFFIC, PUBLIC TRANSPORTATION)
- IMPROVE PUBLIC EDUCATION. COST OF LIVING, HOUSING & TAXES ARE TOO HIGH TO HAVE LOW RATED PUBLIC EDUCATION
- Improve public transportation and recycling
- Improve public transportation.
- IMPROVE SIDEWALKS
- IMPROVE THE LIBRARIES! GO VISIT THE LIBRARIES IN OTHER SMALL CITIES TO SEE WHAT WE ARE MISSING OUT ON.
- Improve the public transportation system to the outer areas of Austin. Get some advice from larger cities like New York, Philadelphia, Chicago on how to provide safe and reliable public transportation. Stop the talk and start the action.

- IMPROVE THE STREETS AND TRAFFIC LIGHT TIMING. NEED MORE EAST AND WEST MAIN STREETS.
- Improve traffic
- IMPROVE TRAFFIC
- Improve traffic
- Improve traffic flow
- Improve traffic.
- IMPROVE TRAFFIC. IMPROVE WATER RATES.
- Improving public transportation rather than building larger roads would go a long way towards effectively managing growth. Especially outside the narrow North-South corridor.
- In addition to all the policy work, which is great, we need a focus on better quality and cleanliness of downtown and parks spaces (trash, graffiti, smooth road repairs, etc.)
- Incentivize all the major businesses and UT and AISD to go to 4 day work weeks and rotate the day off the reduce traffic.
- Increase condos
- Increase enforcement of traffic laws.
- increase recycling pick up, we need as often as we need regular pick up
- increase supply of homes to meet demand
- Increase the quality of garbage collection! I am tired of retrieving my garbage cans after they have been dumped. Most of the time they are dumped back into the street with some trash littering left in the street.
- INFRASTRUCTURE!
- INVEST IN A GOOD BUS SYSTEM.
- Invest more \$\$ to keep arts in city's central areas.
- INVEST OR DEVELOP COMMUTER BICYCLE WAYS THAT ARE SEPARATE FROM STREETS OR ROADWAYS USED BY MOTOR VEHICLES.
- IS THERE ANY WAY TO LOWER RESIDENTIAL PROPERTY TAXES AND MAKE SURE COMMERCIAL PROPERTIES ARE PAYING THEIR FAIR SHARE NO MORE TAX BREAKS AS AN INCENTIVE TO MOVE BUSINESSES HERE.
- IT IS A CRIME AGAINST HUMANITY THE WAY THE AUSTIN CITY BUREAUCRACY IS DOING SO LITTLE TO MAKE LIFE SUSTAINABLE FOR THE CITIZENS WHO AREN'T AT THE TOP OF THE AMERICAN MONEY WAVE. YOU WILL NEED THEM SOMEDAY WHEN ALL THE MONEY HAS BEEN OFF-SHORED.
- It is imperative to find a real balance between the creative class (non digital), business/ developers, and working class communities. I fear that Austin's recent development is positioning the city to feel like Dallas. I strongly believe the development of the South and East communities is driving the soul from our city. We are a family of 3 (2 adults and a baby) with a HH income of \$225K. Last night started a tearful conversation that we no longer see a viable vision for us to live in Austin (moving to the burbs does not interest us). We are now surrounded by blah condos and overpriced tear downs starting in the mid-\$600's. As a fears political independent I am pro-growth and evolution; however, it feels that Austin is becoming a cookie cutter digital culture with little regard to the eclectic communities that relish communal uniqueness while breathing life into the city.

- It is not affordable. Focus on basic, safety, education, libraries
- IT IS THE LITTLE THINGS THAT COUNT
- IT IS TOO EXPENSIVE TO LIVE HERE. THAT INCLUDES ASSISTED LIVING, NURSING HOME FOR THE ELDERLY. HOME PRICES AND RENTS CONTINUE TO ACCELERATE.
- It is too expensive. My kids struggle to make it here due to the low rate of pay to the cost of housing.
- IT IS VERY DISTURBING TO SEE BUSINESSES AND HOTELS BEING ALLOWED TO BUILD DOWNTOWN WITHOUT PROVIDING ADEQUATE PARKING BEING REQUIRED.
- It would be great if the city can finish the construction of Mopac Highway. The traffic is terrible during peak hours.
- I remember seeing a sign of New Mopac Highway, Coming this Fall, and that was two or three years ago.
- It's not realistic to expect the average citizen to live downtown and/or walk, bike or take public transportation everywhere. Synchronizing the traffic lights downtown, and on major streets (Lamar, S. 1st, etc.) if you want to cut down congestion and air pollution,
- It's really embarrassing that right-of ways don't get mowed, sometimes all summer. Friends from out of town ask What's up with that? Please give basic services priority.
- I've attended several neighborhood association meetings including the recent town hall with Brentwood Neighborhood regarding the CodeNext initiative. Please do your duty as Mayor to represent the neighbors who voted for you and their interests/concerns with rezoning. Please represent the people who have been here, paid their dues, put sweat equity into creating the neighborhoods where people want to live. We are reasonable and understand change and growth is inevitable, we want smart, effective planning and zoning that works for the diverse community, not changes that only benefit developers and entitled outsiders who have no intentions of respecting or contributing to the community. Brentwood, Crestview, Allendale and surrounding neighborhoods want a place for everyone to raise kids and retire, not be pushed out by ridiculous taxes and greedy developers. Come prepared to really talk about the issues next time, your lack of answers, lukewarm support, and insistence does not build confidence or trust. One last suggestion, the next time you plan to bring in an outside firm to help with zoning, actually provide them with all the existing neighborhood plans as part of the scope of their work, this could have helped better shape the outcome, create less concern, and build trust with the community that hired you.
- I've lived in Austin my entire life. I would suggest that it would help the homeless population. I worry every year about there living on the streets. I feel there should be more places for them to stay. I know AS well as you all do that there situation is there use of alcohol and drug. I've talked to them personally and they state that the can't stay in facilities without being told what they can and can't do. Therefore, we need to come to a resolution between them and you all. In central Austin the streets are full of gravity. However in North the streets are very nice. I feel that all of Austin should be clean free of gravity. Thank you for listening to me. Have a blessed day.
- I've never seen worse traffic planning. The city needs to stop wasting money redoing Mopac for years on end and start building a perimeter highway to divert traffic away from main city arteries.

- I've noticed a lot of homeless people on the streets and in some fast food establishments, wish there was a way for them to be offered some type of job or free education to help better themselves
- KEEP AUSTIN AFFORDABLE! MANY LONG TIME RESIDENTS ARE GETTING PRICED OUT. PLAN 20 YEARS AHEAD OF CITY GROWTH.
- Keep Austin green! This means environmentally healthy with lots of trees and also conservation green.
- KEEP AUSTIN INDEPENDENT AND LIBERAL
- KEEP AUSTIN PROGRESSIVE!
- Keep Austin Weird! Embrace the cultural uniqueness and progressiveness of the City.
- KEEP AUSTIN WEIRD!!
- KEEP AUSTIN WEIRD, DIVERSE AND SAFE.
- Keep Austin weird, we need an all topless parade for clean water.
- Keep enforcing local rules. Make sure our ride shares are safe.
- KEEP FIGHTING ABBOTT'S BACKWARDS IDEAS/POLICIES.
- KEEP FIGHTING FOR OUR CITY'S RIGHT TO SELF GOVERN.
- KEEP FIGHTING FOR PROGRESSIVE IDEAS!
- Keep fighting state and federal overreach.
- Keep fighting to keep us Liberal and progressive environmentally as we want despite our state government meddling.
- KEEP FIGHTING US-DOT AND TEXAS GOVERNMENT GO TO MAYOR STEVE ADLER.
- keep focused on quality of life for central city, transportation, green space, education, cultural activities, non discrimination, openness
- Keep it affordable. taxes have skyrocketed. If you drive out diversity, you lose the charm of Austin
- Keep it clean, friendly and a little weird
- KEEP IT WEIRD SIR
- KEEP ON BEING AWESOME! DON'T LET NEWBIES TELL YOU WHAT TO DO. DON'T LET SENIORS TELL YOU NOT TO CHANGE. HELP THE SCHOOLS EVEN IF THEY AREN'T PART OF THE CITY.
- Keep promoting inclusion.
- Keep pushing a diverse agenda and don't homogenize the cool city to look like every other city.
- Keep some character. Stop all of the cookie cutter, over development - we are losing quality of life - noise, pollution, traffic, tree loss. Also - Mayor Adler promised to fix traffic light timing - hasn't happened. This city (East Austin) is out of control - tearing everything down. Take a breath.
- Keep standing up for the liberal beliefs that make Austin so great. I'm ashamed to live in Texas, but damn proud to live in Austin. - (and yeah - we need more sidewalks).
- KEEP STANDING UP TO THE STATE GOV'T. PRESERVE AUSTIN INDEPENDENCE. FOCUS ON AFFORDABILITY.
- Keep up the good work
- Keep up the good work! I appreciate your support of LGBT citizens.
- KEEP UP THE GOOD WORK.

- KEEP UP THE GOOD WORK. HE APPEARS TO CARE FOR ONE AND ALL REGARDLESS OF RACE, FINANCIAL STATUS . REGARDLESS WHAT OTHERS MAY SAY OF AUSTIN. AUSTIN IS A GREAT CLEAN CITY. TRAFFIC IS ANOTHER THING.
- Keep up the good work. I feel the city really tries to provide good services and the mayor is a reconciling force between city and state.
- KEEP UP THE GOOD, THERE IS ALWAYS A ROOM FOR IMPROVEMENT
- KEEP UP THE GREAT HARD WORK.
- Keep us a blueberry in the tomato soup!!
- Keep working hard to fight those selfish legislators like dan patrick and greg abbott
- KEEP WORKING ON AFFORDABLE HOUSING.
- Keep your campaign promises and lower our damn property taxes. Stop spending money on bonehead projects.
- keep your focus on Austin quality of life and resist the state and federal againers
- Keeping pushing back against state efforts to limit Austin's control over its own affairs.
- Lack of alternate major traffic routes
- Large eyesore being built for Oracle on Lakeshore where affordable housing was.
- Larger libraries with coffee shops!
- Leave the Rideshare companies alone.
- Less attractive to live in due to problems with traffic, growth and ineffective long term planning.
- Less government is better. Please shrink the cost and amount of local government as much as possible.
- LET THE MARKET WORK WITH REGARD TO PERMITS AND PLANNING. GOVERNMENT WASTES RESOURCES IN FIGHTING OR TRYING TO CHANGE THE MARKET.
- Let us water our lawn 2 times a week.
- Let's get tax increases under control. City is now becoming too expensive to live in, due to taxes.
- LET'S MAKE THIS CITY SOLAR POWERED AND RECYCLING MANDATORY
- Lets manage growth and make sure we don't lose sight of what made us who we are.
- Liberal mindset does not represent everyone
- LIBRARY-YOU NEED TO PUT FILTERS ON THE INTERNET ACCESS. NO PORN SITES. I UNDERSTAND PROVIDING INTERNET-BUT WE DO NOT NEED TO PROVIDE ACCESS TO PORN.
- LIGHT RAIL SYSTEM SHOULD GO WHERE PEOPLE NEED IT.
- limit height of buildings downtown. do something about property tax
- Listen to the voters, not your ego. Help solve the homeless problem here, don't encourage people to be homeless, and don't attempt to punish those who work hard to not be.
- LOCAL GOVT SERVES LOCAL NEED, TIME/RESOURCES ARE WASTED DEBATING AND TAKING POSITIONS ON STATE AND FEDERAL ISSUES. FOCUS SOLELY ON YOU RESPONSIBILITY TO ALL CITIZENS AND THEIR CITY GOVT NEEDS (IT'S ALSO DIVISIVE TO OUR COMMUNITY
- LOVE AUSTIN AND APPRECIATE THE CITY EFFORTS TO ENGAGE AND INVOLVE RESIDENT'S INPUT. AS AUSTIN GROWS, TRAFFIC MUST BE DEALT WITH MORE EFFECTIVELY.

- LOVE THIS CITY,BUT IT HAS NOT PREPARED FOR THE GROWTH AND IT IS BUCKLING ON THE WEIGHT OF ALL THE PEOPLE AND TRAFFIC.
- Low rent needed for housing
- LOWER ELECTRIC AND WATER RATES.
- LOWER ELECTRIC BILLS
- Lower electric services
- Lower home taxes.
- Lower my home taxes please
- LOWER MY PROPERTY TAXES !!! Soon I won't be able to afford to live in Austin anymore. The City doesn't care about people like me who have lived here a long time (31 years). You are catering too much to the Californians and others who are invading and destroying this city. The quality of life has gone downhill so much in the past 5 years that I am considering moving away. I'm tired of seeing my property taxes skyrocket year after year and me getting nothing in return. You focus too much on feel-good programs like plastic bag bans and bike trails and don't address real problems like traffic, affordability and taxes. Bikes are fine you're not being realistic about bikes being a legitimate form of transportation in Austin with in 100+ degree heat in the summers and you're also assuming everybody is lean young and fit, which isn't the case!
- Lower my taxes at any cost!
- lower our property taxes already!
- Lower property tax
- lower property taxes
- Lower property taxes and improve congestion on major roadways.
- LOWER PROPERTY TAXES!
- LOWER PROPERTY TAXES, DO NOT CONTINUE TO BE A SANCTUARY CITY.
- Lower property taxes.
- Lower property taxes. Look at other avenues for money and not resident property taxes. I am tired of seeing homeless people on our streets. Stop spending a lot of money on the homeless. They are mobile, allow them to leave.
- lower taxes and price of homes, stop being a sanctuary city
- LOWER TAXES AND UTILITIES
- MAINTAIN AFFORDABLE HOUSING FOR HISTORIC BLACK & LATIN COMMUNITIES.
- MAINTAIN AUSTIN STREETS/HIGHWAYS, PU TRASH, MOW THE GRASS, MAKE OUR CITY BEAUTIFUL AGAIN
- MAINTAIN EXCELLENT LIBRARY SERVICES, THANK YOU FOR INVESTING IN THE LIBRARIES
- MAINTAIN SOUTH AUSTIN STREETS AND UNDERPASSES. PEOPLE COMING INTO AUSTIN SEE WEEDS, GRAFFITI AND HOMELESS EVERYWHERE.
- Maintenance of sidewalks where grass are not trimmed at all. This is very common in a lot of sidewalks.
- MAKE AUSTIN AFFORDABLE
- MAKE AUSTIN AFFORDABLE. RENT COST OF LIVING IS TOO HIGH.
- Make Austin safe to drive, reduce traffic congestion.
- make bike commuting safe

- Make companies pay their fair share. Lower property taxes so I can retire in my home
- MAKE IT A CRIME FOR PROTESTERS TO WEAR CLOTHING THAT HIDES A PERSONS FACE. MAKE IT ARREST-ABLE FOR ANY PROTESTER WHO INSTIGATES VIOLENCE AGAINST PEOPLE AND PROPERTY. THANK YOU VERY MUCH!
- MAKE IT EASIER FOR BIKES/PEDESTRIAN TO MOVE ACROSS MAJOR BARRIERS (LARGE THOROUGHFARES,HIGHWAYS, WATERWAYS)
- Make owning a small business in Austin easier by providing tax abatements, higher energy rebates, more promotion.
- MAKE RECYCLING MANDATORY FOR BUSINESSES/HOMES AND FINE PEOPLE IF THEY DON'T.
- Make Red River safer!!
- MAKE RESIDENTIAL HOUSING BUILDING PROCESS EFFICIENT CONTINUE INVESTING IN MASS TRANSPORTATION.
- Make streets safe for bike
- MAKE TAXES MORE AFFORDABLE. THEY INCREASE EACH YEAR AND QUITE FRANKLY WHERE I LIVE WE GET LITTLE VALUE FOR HOW MUCH WE PAY.
- make the city code comprehensible
- Manage growth!
- MANAGERS AT ALL LEVELS OF CITY OF AUSTIN DO NOT MANAGE AND ALLOW EMPLOYEES TO INTERPRET RULES HOW THEY SEE IT. SO THERE IS NO CONSISTENCY AND MANAGEMENT DOES NOT OVERRULE. EMPLOYEES SEEM TO BE ALWAYS WORRIED IN PROTECTING THEIR OWN TERRITORY INSTEAD OF DOING WHAT THEY ARE HIRED TO DO.
- MANY AUSTIN RESIDENTS SUPPORT SB4! QUIT WASTING TAX DOLLARS TO SUPPORT ILLEGAL IMMIGRANTS. QUIT WASTING TAX DOLLARS ON EVERY BLEEDING HEART CAUSE. PROPERTY TAXES ARE OUT OF CONTROL BECAUSE OF THE CITY COUNCIL'S WASTEFULNESS.
- Mass transit
- Mass transportation options need to be expanded/added in order to minimize traffic congestion. More bus stops with parking lots, light rail, and better bike lane systems at least. There are 3 in my family who all drive separately and at different times into downtown because there is no nearby bus stop or parking near the closest stop. We would all take the bus daily if we could!
- MAYOR ADDLER, YOU REPRESENT AUSTIN IN THE BEST WAY POSSIBLE. THANK YOU
- Mayor Adler should make inquiries in regards to the COA employee retirement. As to why we haven't had a cost of living increase since 2003. Some of us are too sick or to old to work for supplement wages. Thanks.
- MAYOR ADLER, I APPRECIATE YOUR ELOQUENT RESPONSE TO THE EMAIL CRITICIZING ALAMO DRAFTHOUSE FOR ITS ALL-WOMEN SHOWING OF WONDER WOMAN. ALSO, JUNE TENTH SHOULD BE A CITY-WIDE HOLIDAY.
- Mayor Adler, I wish you would be aware of the rapid expansion in this city and get more input from residents. Otherwise, you are doing a great job! Keep it up!

- Mayor Adler, PLEASE help with the traffic situation! We put so much money into bike lanes and trails that go predominantly unused, while so many of us are robbed of precious time with our families while sitting on Mopac/I35/183 for over an hour, twice a day.
- Mayor is too liberal
- Mayor Keep up with good work. we are crazy and unsatisfied people
- Mine would be the same as everyone else, the roads have got to be completed. This has been going on for too long. The construction creates frustration, anger, and wrecks.
- Mitigating traffic problems
- MOPAC - You all should be ashamed of yourself! Pathetic; too long, too messy, too stressful, too costly and never ending. You should be required to be on it four times a day. You all appear clueless and unappreciative.
- Mopac @ Lacrosse and Slaughter need under/over pass before I-45 opens up from Mopac to 1626.
- MOPAC IMPROVEMENT PROJECT A DISASTER, TOLLS AND TOLL COMPANIES UNETHICAL, ENCOURAGE BUSINESS TO ALLOW FOR ALT, HOURS AND REMOTE WORK TO EASE TRAFFIC CONGESTION, BIGGEST PROBLEM IN AUSTIN=GROWTH TOO FAST, NOT ADEQUATE INFRASTRUCTURE TO SUPPORT GROWING AUSTIN IS A GREAT PLACE TO LIVE BUT I WORRY ABOUT INFRASTRUCTURE, AFFORDABILITY AND TRAFFIC
- MOPAC TOLL ROAD DOESN'T EVEN MAKE SENSE FROM A LOCATION EXIT STANDPOINT. THERE NEEDS TO BE MORE OPTIONS, NO NEED TO USE IT IF I DON'T NEED TO EXIT PARMER
- more affordability, no more shopping centers, no more making older neighborhoods new... gentrification
- More affordable housing
- More affordable housing, better utility billing, services and infrastructure. Real traffic solutions to major roadways.
- More affordable prices for apartments. 1200 for 2 bedroom. Really. Rent a house 1600+ for a 3bedroom. So much help got low income and nothing for middle class that go to work Everyday to provide for family. You can live here because you make \$200 a year to much. Really. But people that are lazy and just having kids to keep on the system get really low rent or free rent not fair.
- More affordable, quality space for artists! Rising rent and property taxes are quick doing away with the infrastructure that allow Austin to be the cultural center it prides itself on being. More space (and more affordable, quality housing) means more artists, more artwork of all mediums, and a more culturally diverse and enriched city.
- MORE AGGRESSIVE INFRASTRUCTURE SPENDING ON MAJOR CITY STREETS.
- MORE ATTENTION TO AFFORDABLE HOUSING FOR FAMILIES
- MORE BIKE AND TRANSIT ON MARTIN LUTHER KING AND 183.
- MORE BIKE LANES
- MORE BIKE LANES

- MORE BIKE LANES ON 2222 AND NW AUSTIN PLEASE. ALSO MORE RUNNING TRAILS AND AN UP-DATE LISTING ON AUSTIN GOVERNMENT WOULD BE GREAT! THANK YOU.
- More bike lanes, bus should carry more bikes
- More books for library
- More buses
- MORE BUSES AND MORE ACCURATE SCHEDULE. NEED SOWNTOWN BUS TERMINAL! NOW! PLEASE!
- More crosswalks, crossing lights, and improved/maintained sidewalks. Some neighborhoods have such poorly maintained, overgrown sidewalks that they aren't even accessible.
- MORE CULTURAL DIVERSITY, FESTIVALS, FOOD, MUSIC, AFFORDABILITY, NEIGHBORHOODS
- MORE EDUCATION FOR FIRST TIME HOME OWNERS ABOUT PROPERTY TAXES
- MORE EFFECTIVE PUBLIC TRANSPORTATION, BETTER BIKE LANES. IT IS SO DANGEROUS THE WAY BIKES ARE ALL OVER THE PLACE RIGHT NOW. PLAN FOR FUTURE EXPANSIONS AT THE AIRPORT (IT'S COMING)!
- more efforts to keep it affordable. Better public transportation
- MORE FOCUS ON MASS TRANSIT, LESS ON HIGHWAYS. WORK ON BUS ROUTES WITH WALKING DISTANCE THAT FEED TO LARGER NETWORK.
- More focus on science in education
- More green energy subsidize choices
- More housing density in the city core is a good thing, don't let the NIMBYs win.
- MORE HOUSING FOR SENIOR CITIZEN'S ON FIXED INCOME.
- MORE HOUSING FOR SINGLE FAMILY UNITS NEARBY EXCELLENT SCHOOLS.
- More lighting on Mopac in North Austin. More public pools in the North Austin area, so we don't have to travel to the South side, it seems the South side has more activities and more fun things to do than the North side.
- More money should be directed towards affordable housing, abating traffic congestion, and addressing climate change (water conservation, public transportation, etc.).
- More neighborhood facilities for senior citizen activities.
- More officers with mental health training.
- More planning and zoning. Better and increased parks and hike and bike. Make Austin more affordable and attractive for retirees, who like musicians and artists are being priced out of Austin.
- MORE POLICE PROTECTION. RELOCATE HOMELESS CAMPS.
- More police, more effort to reduce homeless population
- More public transportation (light rail or subway) to help with traffic congestion.
- MORE PUBLIC TRANSPORTATION, BIKE FRIENDLY, PEDESTRIAN FRIENDLY
- More recycling programs
- more resources for parks
- More roads are not the answer. Multi-modal transportation and dedicated bus lanes will help tremendously. Re-start light rail discussions to ABIA and SW Austin!
- MORE SHADY BIKE PATHS PLEASE.

- MORE SIDEWALKS
- more sidewalks and bike lanes on the east side
- MORE SIDEWALKS, MORE BIKE LANES, MORE WALKABLE AND PEDESTRIAN FRIENDLY NEIGHBORHOODS.
- More support for bike to work
- MORE SUPPORT ON TAXES TO BUILD MORE FACILITIES, BOAT HOUSES, FOR YOUTH PROGRAMS, KAYAK/CANOE/PADDLING FACILITIES.
- MORE THAN 1 GARBAGE PICK UP A WEEK. MORE AFFORDABLE HOUSING FOR YOUNG PEOPLE WHO CAN'T GET AN APARTMENT.
- MORE WORK LESS TALK, FASTER INSPECTIONS AND REPLY ON PERMIT, THE PERMIT COMMITTEE IS HORRIBLE, TRYING TO GET WORK DONE ON OUR HOME AND INVESTMENTS IS A JOKE WHEN IT COMES TO DEALING WITH THE CITY
- Move Austin City festival to the racetrack. Do not encourage pro sports teams in Austin. Do not give public money to the racetrack, sports teams, etc.
- Move drunks, bums, addicts and the nasty shelter out of the city. They are a dangerous blight on the city that hurt and scare people that live and visit downtown. Crackdown instead of making it comfortable.
- move people away from here city
- Move the ARCH and other homeless services out of town , it blights this city. Get rid of illegals, cooperate with INS, stop catering to bicycles, fix the local streets
- MR MAYOR: PLEASE STOP OR AT LEAST SLOW ALL NEW DEVELOPMENT TO ALLOW TIME TO DEVELOP SUSTAINABLE GROWTH PLAN!! JUST SAY NO!!
- Mr. Mayor, I have lived in Austin all my life (44 yrs.) born and raised here. I have to tell you this city is not the same, Yes, change has to happen but there is I difference between change for the better of the city, for the community, and selling out. which is what I feel that our city is doing. justify half a million dollars for a house in 78702 zip code. Justify remodeling south Lamar when IH35 is so messed up. See what I mean. but, No, we need to create more apartments, and run good folks out of their neighborhoods to make way for the next stupid fad that comes our way. sell out!
- My band played on your balcony one time. You have a very nice balcony Mr. Mayor!
- MY BICYCLE WAS STOLEN AT WALMART ON 5017 W US 290 HWY, AUSTIN, 78749
- My house floods because the drainage system is inadequate.
- my husband & I (&new baby) would love to buy a home in Austin but probably not be able to because of the high property taxes and overvalued home prices. We are renting right now and will most likely buy outside of Austin.
- MY HUSBAND AND I FELL IN LOVE WITH AUSTIN 30 YEARS AGO. WE STILL LOVE AUSTIN, BUT LATELY WE WORRY THAT YOUNG 20 SOMETHINGS WON'T BE ABLE TO AFFORD HOUSING.
- My main concern the last several years is how much my property taxes have risen. I am a retired teacher on a fixed income and have begun to think I will not be able to afford to keep my house and continue to live in Austin. I have heard the mayor and city council talk about this problem, but have not seen any relief. I realize that I also have the taxes from Travis County, AISD and

others that are included in my bill. I wish there was a way for the different entities to work together to balance out the hikes from year to year.

- My neighborhood is not safe for children because of Pit Bulls. The City has to rid the area of these vicious animals. Children can't play in parks or ride bikes in fear of attack by these dogs. Even at Odom-grades K-5 there are people training their pit bulls on the playground. This borders on craziness . These dogs have to be taken off the streets. Enact a law to make them illegal. Favor the kids not the adults with these animals that threaten defenseless kids.
- My only complaint is that last year I experienced computer fraud in which it appeared as if all my money was taken. I straightened that out and followed up by calling the Fraud Department of law enforcement more than once. They never returned my call. When I finally got someone they insisted they had called me back. I had not left my house and they left no message in my voice mail so I gave up.
- Need a metro rail system. Need a Target downtown.
- need affordable apartments
- Need affordable housing
- need affordable housing
- Need affordable housing for all, housing way too expensive, taxes way too high - what is happening to quality of life for residents that are permanent members of the city.
- NEED AFFORDABLE HOUSING, TOO MUCH RAPID GROWTH, EVERY EMPTY SPACE THERE IS A BLDG, TAXES WAY TOO HIGH FOR PEOPLE ON FIX INCOME AND THE PEOPLE NOT ON FIXED INCOME
- NEED BETTER ROAD PLANNING. TRAFFIC IS CRAZY. STOP PLACING TOLL ROADS ON ROADS I'VE PAID FOR WITH MY TAXES.
- Need concerted effort to keep low and middle income people in the city.
- NEED FOR BETTER PUBLIC TRANSPORTATION A TRAIN SYSTEM TOO MANY CARS ON THE ROAD ESP TRAFFIC ACCIDENTS
- Need for true affordable housing & better incentives for developers
- Need health for dental, a cap on rent, more fresh foods
- Need I 35 expansion.
- need improved bus routes
- Need minimum wage to be higher. Affordable housing for young adults
- Need monorail to airport. Better public transportation, Clean up all the trash
- Need more AFFORDABLE housing for people like me who have a job with a decent income where the neighborhoods are safe and have the same services the upper income areas have. Clean streets, lighted areas, good parks. One area of town shouldn't be neglected because all the focus and money is used to make downtown beautiful to bring in out of state money. In the meantime being a now single woman, I cannot afford to live in the nicer areas of Austin because the cost of rent is ridiculous! So I'm forced to live in a high crime area.
- Need more cross walks, especially Manor Road east of 35 to airport
- NEED MORE NEIGHBORHOODS NOT CONDOS. BRINGS IN TOO MANY PEOPLE AND MORE TRAFFIC. NEEDS MORE SKATE PARKS ON THE EAST SIDE.
- Need more public transport in NE Austin.

- NEED MORE SIDEWALKS IN OUR NEIGHBORHOOD AS THERE ARE MANY YOUNG KIDS HAVING TO RIDE THEIR BIKES IN THE BUSY STREET!
- Need one story houses
- need sidewalks on all streets
- Need smart traffic lights @ Brodie and Sil Oak, left turn especially
- Need to enact city wide population growth control.
- Need to fix our streets and ensure maintenance and new development projects are completed at reasonable cost and in a reasonable amount of time.
- Need to invest more in infrastructure and services.
- Need to lower property taxes and use the money collected more effectively.
- Need to promote ride sharing throughout Austin to help minimize the amount of cars on the road there an economic partnership with rideshare companies. If Austin partnered with ride share companies in an effort to promote ride share it would result in: fewer cars on the road, fewer emissions from cars, fewer pollutants such as trash/oil/debris on roads, more jobs created, lower DWI/DUI arrests, lower traffic accident mortality rate as well as frequency of accidents, lower congestion, increase tourism numbers, improve parking downtown and at other city centers. The most beneficially result of increased ride share activity would be lowering the amount of time the average citizen spends in traffic which will increase the economic utility of every citizen. More efficient travel will help lower the costs to local transportation companies resulting in higher margin or lower prices.
- Need to solve traffic issues and affordability if housing.
- need tree trimming so can see signs
- Neighborhoods have too much control in Austin. They are anti-growth and they don't want poor people living near them. We live in a transition neighborhood and are invested in our neighbors and their ability to afford their homes. Austin is unaffordable for many. We are lucky to be able to own our home, but we are only a paycheck away from being unable to afford to live in Austin. This is the reality of many. I believe if we had more access to affordable housing, combined with denser, greener growth Austin would become more affordable for many. The parks, trails, and people of Austin are what makes it great to live in this city. Austin is the only place I would live in Texas -- I particularly like the smell of the fresh air. We can do better for our city and that starts with limiting the amount of influence certain organizations have over city leadership. Also, traffic is terrible. It is because of the anti-growth mentality that we've waited decades to make meaningful investments in our roads an infrastructure. That is not enough. We need a mass transportation system that is not on the roads.
- NEW NEIGHBORHOODS SHOULD BE FORCED TO HAVE A PARK WITHIN A CERTAIN DISTANCE OR MUST INCORP. INTO DESIGN OF NEIGHBORHOOD.
- NO MORE DISCRIMINATING LAWS
- NO MORE SANCTUARY CITY
- No Rail options. Austin's terrible traffic would improve with more sidewalks, lanes.
- No sanctuary city. Obey the law.
- No segregation of religious, secular, racial, economic groups
- NORTH LAMAR BLVD HAS CONSTANT POTHOLES AND SEEMS TO BE IGNORED WHEN IT COMES TO MAINTENANCE. IT REALLY NEEDS TO BE KEPT UP.

- Not a Sanctuary City
- Not seeing the value of our added taxes, especially when considering our rapid growth, meaning more money coming in.
- NOT to allow construction companies to work from 12 midnight until 7 am!!! I'm getting no sleep AND the are allowing the city to WAY over build!! There is nothing unique about Austin anymore. It's like every other city. Too bad, that's why people moved here!!! The Keep Austin Weird logo no longer applies.
- Nothing
- Nothing
- Nothing .stay fair in all that you are responsible for.
- NUMBER OF VAGRANTS AT MOST STREET CORNERS SHOULD BE REDUCED. THEY ARE A TRAFFIC HAZARD AND LEAVE GARBAGE EVERYWHERE.
- OBEY NATIONAL & STATE LAWS. GET OUT OF THE UTILITY BUSINESS.
- OFFSET CORPORATE AGENDA FOR AUSTIN; DEVELOPMENT PLAN WITH MORE INPUT FROM CITIZEN'S GROUPS AND HEALTH ORGANIZATIONS.
- Open the City Manager selection process.
- Our cars and our neighbors cars have been hit by drunk drivers in the past several months. In the past 3 months, 5 of our neighbors, as well as ourselves, were hit in the middle of the night between 12:30 - 3:00 a.m. Each vehicle was totaled or pretty close to that. Our cars were parked in front of our homes on the street. Due to the fact, they were a hit and run, we lost out and our insurance has to pay which brings our rates up. That's not fair to us. Not only were our cars hit, but my truck was hit by a drunk driver, resisting arrest and POM, and 2 other counts. The police officer wrote on a piece of paper the information of the driver who hit our truck. The officer wrote the wrong address on the report. I have been playing investigator because I feel the police are not helping me to get the information I need from the driver who hit my car. My car has been wrecked for 3 weeks now and it's still not fixed. I went downtown to buy the Police Report. I paid for the Police Report. The report doesn't tell me anything. I went to the closest police station to my house to speak with police about the situation. They say there's nothing they can do. Well, come on!!!!!! Yes there is. Although, the plates of the truck are from Mexico, the driver is from Austin, Texas. The driver, (he's borrowed this vehicle that hit my car), I believe the police need to help me go after the driver and find out if his insurance will fix my car and not only that, I have lost wages from not being able to go to work and from driving every where to get information. I spent a week calling the police and 311. No one called me back as they said they would. I called again. I finally was transferred. Spoke to someone and was told someone would call me. Again, no call. My vehicle is still not fixed. This also happened to my daughter. A vehicle hit her car while driving on an frontage road. The police showed up. Turns out the girl who hit my daughter was clearly at fault but didn't have insurance. Then police said that she found it and claimed she had insurance. My daughter submits the information to our insurance. Turns out the girl who hit my daughter didn't have insurance. The insurance she had was not hers nor was the vin # registered to anyone in Texas but another state. So, I feel the police are NOT THOROUGHLY CHECKING Nor are they helping to resolve situations that are occurring. I want my truck fixed already. What is the City of Austin going to do about that. Another situation is: the fence between our home and the several neighbors that share our fence. The fence is broke in so many places due to the several neighbors having a lot of dogs pushing our fence and creating holes

where they'd jump through and end up in our yard. We got so tired of complaining because no one did anything to help us. We stopped going into our back yard. Now it looks awful. The neighbors also shot fireworks and busted our kitchen window. They ran into their house and turned off their lights. We called the police. They said there was nothing they could do. Our window is still broke almost a year later. I don't have money to keep fixing my vehicles, my fence, my windows. This is ridiculous!!!! The police or City of Austin do nothing to help us. Yet, they take our money for whatever they can.

- OUR CEMETERIES ARE IN NEED OF UPDATE/UPGRADED IRRIGATION. THERE ARE NOT ENOUGH STAFF MEMBERS TO MAINTAIN THE GROUNDS AND OPERATIONS AT OUR CEMETERIES
- Our family has lived in the Austin area for many years. We lived in Round Rock for a few years because it was more affordable but then down-sized to move into the city because we hated spending so much time on the highway commuting. While we enjoy living in Austin and the extra time our shorter commutes give our family, each year it seems to become less and less affordable for moderate income families like ours. We would hate to move away but at the rate things are going, we will need to find additional sources of income in order to continue living here. Both adults in our family currently have full-time jobs and we have advanced college degrees (master's level).
- OUR LIBRARIES ARE IMPORTANT SAFETY NET-THEY NEED ADEQUATE FUNDING.
- Our mail lady has been extremely rude to us, she even has yelled profanities and said that one of our friend's cars was a piece of shit. Excuse my language. Also the gentrification of East Austin that has been displacing black people needs to stop. The city's graffiti and uniqueness is amazing and you are doing a great job of helping with that!
- Our previous City Manager often described Austin as America's best managed city. Let's live up to that standard by challenging all of us to make it so.
- Our previous growth plans were grossly insufficient and we're paying for it now. Please make sure that never happens again.
- OUR TAXES ARE WAY TOO HIGH. THE CITY IS EXPENSIVE FOR AN AVERAGE INCOME EARNER. I AM DISSATISFIED WITH THE EFFORTS TO IMPROVE BIKE LANES. OUR TAX DOLLARS SHOULD GO TO WIDENING OR CREATING ROADS FOR CARS.
- OUTSIDE THE DOWNTOWN AREA, THERE IS A LACK TRANSPORTATION. IMPROVE PEDESTRIAN AREAS, LACK OF SIDEWALKS, RED LIGHTS TAKE FOREVER TO CHANGE AND THEY LAST ONLY A FEW SECONDS, IMPOSSIBLE TO CROSS A STREET UNLESS YOU ARE IN A CORNER, CARS NEVER RESPECT PEDESTRIANS.
- Overall I think you guys do a lot with your budget and do a good job of balancing priorities.
- Overhaul Austin energy
- Overlarge, developer oriented. Insanely expensive to live here, taxes too high, utilities too high.
- Parking and traffic management
- Parks were the best in nation in 1990's. Now, differed maintenance and lack of access. Reduction in pool hours and increase in cost make them not what they were.
- Pass an ordinance prohibiting panhandling. Stop enabling the homeless to continue their way of life.

- Patch roads properly
- Pave our neighborhood streets with asphalt instead of faulty tar and gravel - our streets look awful!
- Pavement is in bad shape
- PAY ATTENTION TO THE NEEDS OF THE TAXPAYERS IN THE CITY AND STOP CATERING TO LOW INCOME AND HOMELESS. TAXES ARE WAY TOO HIGH!
- Pay rates do not allow for medium income folks to move here. This hurts UT's ability to attract the best in the fields. Reducing UT as one of the best universities in the USA.
- Paying To much taxes and wastewater services and water service y utility
- People asking for money, especially children at Airport and MLK
- People of color need to feel safer. Appreciate everything mayor does.
- People sleeping under bridges all over the city. Area streets/sidewalks need upkeep
- Permit dept. is a disaster. Please take action to resolve the inefficiencies and lack of resources. Revise building code that may encourage density and sustainable building practices.
- Permit process is slow
- PERMITTING PRACTICES.
- Permitting process for minor work can end up taking months, and cost thousands due to historical corruption and bribery issues in planning and permitting department. Sure hope that is the city now. I experienced that and know other families that that did as well a few years back. a true black eye for the city. <http://www.statesman.com/news/crime--law/former-city-permit-reviewer-indicted-bribery-charges/10IYgrTZu8kylZFbsEzMYP/>
- Permitting streamlining and stop using my tax dollars for affordable housing. It makes my house less valuable and decreases your tax base. DO something about traffic. Allow short term rentals. Stop micromanaging people's lives.
- PLAN AHEAD RE ROADS
- PLAN AHEAD. POPULATION IS GROWING FASTER THAN INFRASTRUCTURE.
- PLAN FOR FUTURE GROWTH
- PLAN FOR GROWTH (OF CARS AND PEOPLE, NOT BIKES) AND GET READY FOR THE BOOM THAT'S ALREADY TAKEN PLACE. THIS CITY NEEDS INFRASTRUCTURE.
- Plan for more growth. Create programs to provide incentive for affordable housing
- Plan for the future, with existing traffic no one did that.
- plan for the projected future instead of always lagging behind the present i.e., putting band aide on present problems instead of aggressively getting ready for the future
- Plan traffic and freeways well in advance. We are catching up am No slow to plan and implement
- PLANNED PARENTHOOD HELPS EVERYONE
- PLANNING AND ZONING NEEDS QUICKER TIMELINE.
- Please get all those homeless mean, aggressive and violent people off the street. They are mainly down 183 north and south and north Lamar rundburg 35 at 183. 183 at Cameron, they are a very big threat to the public. Also we need more law enforcement on Georgian dr because it is extremely dangerous there...
- Please address property taxes, affordability and infrastructure first and quickly.
- Please address road infrastructure. Traffic is bad

- Please address the waste that occurs at your 4 major revenue generating departments. By doing so, you'd be able to curtail the reckless and constant rate increases that AE & AWU in particular keep forcing upon citizens.
- please alternate transportation bike lanes and trails invest more in
- Please be a sanctuary city
- PLEASE BE KIND TO OUR IMMIGRANTS. PASS THE SB4 NOW. HELP THE POOR.
- Please be responsive to citizens needs and minimize as much red tape as possible.
- PLEASE BRING ELECTRIC AND WATER BILLS DOW FOR THE ELDERLY
- Please build more affordable housing so our city doesn't lose its invaluable diversity of race and economic class and culture entirely.
- PLEASE COMPLETE MO PAC CONSTRUCTION ASAP.
- Please consider all of the preservation efforts made by the residents of neighborhoods such as Hyde Park. The people who live here are really committed to contributing to the best of City of Austin services and programs.
- PLEASE CONSIDER INCREASING THE NUMBER OF PARKS,WALKING AND BIKING TRAILS.
- Please consider legalization of marijuana to help boost our economy for tax revenue purposes.
- PLEASE CONSIDER MORE PUBLIC TRANSPORTATION.
- Please consider working towards more affordable quality housing for middle and lower income families in the City of Austin.
- Please continue to listen to the residents and stakeholders in the community (e.g. businesses, religious organizations, nonprofits) and continue to offer the services and programs people seek, and enact/enforce the legislation these entities desire; do not allow the state to dictate the quality of life in Austin.
- Please continue to make Austin a diverse and welcoming city.
- PLEASE CONTINUE TO MAKE AUSTIN HIGH TECH.
- Please continue to stand up against the state legislature to promote the rights of our residents to have a clean environment with lots of big old trees and to promote diversity and acceptance of all people in our city. Let's have more and better quality public art. Let's expand arts and natural history education for kids and teens through our community rec centers and parks. There is a lot of litter along Kramer Lane that blows into the yards of nearby residences including mine. It would be great to see this cleaned up.
- Please continue to support diversity - love the 'hate has no home here' message!
- Please continue to work with the county to fight property tax rates. They're miserable.
- Please control growth
- Please coordinate traffic, development and water/land conservation in planning.
- Please do an overhaul on the City's planning and development department. The building permitting process is absolutely out of control.
- Please do away with panhandling. I think it is out of control. No agency including the firefighters should be allowed to beg for money on the street corners. it is unsightly, dangerous and does not serve our city of those begging well.
- PLEASE DO EVERYTHING IN YOUR POWER TO ALLEVIATE OUR SERIOUS TRAFFIC ISSUES. LET'S DO MORE TO HELP THE HOMELESS.

- PLEASE DO MORE TO ADDRESS RACIAL ISSUES IN OUR TOWN.
- Please do not let Austin become another San Francisco where it takes 2-3 jobs to be able to afford to live here.
- Please do not sacrifice motor lanes for bicycle lanes. Traffic congestion is bad enough
- Please do not trade quality of life for existing Austin residents to accommodate those relocating to Austin; there is a finite amount of space.
- PLEASE DO SOMETHING ABOUT OUR GROWING TRAFFIC PROBLEM. SINGLE LANE ON MOPAC WILL BE OBSOLETE BY THE TIME OF COMPLETION. USE TRIP SWITCHES ON STOPLIGHTS.TOO MUCH TIME WASTED AT LIGHTS WHEN THERE IS NO CROSS TRAFFIC.
- Please do something about our terrible TRAFFIC !!!!!
- Please do something about the homeless problem in this city. There are too many homeless camps under freeway underpasses!
- Please do something about the homeless situation. Get them off the streets and provide them with food, shelter and services. Many of them are not capable of taking care of themselves (mental issues) so they will need permanent help. Many of them are old or vets.
- PLEASE DO SOMETHING ABOUT TIMED TRAFFIC SIGNALS.
- Please do what you can to improve quality of life, especially by reducing traffic congestion.
- Please enforce the city's noise ordinance for car stereos and barking dogs.
- Please extend rapid rail to airport
- Please fight to retain as much of the natural treasures we have left of our environment (don't let developers get away with cutting down our trees for convenience), push progressive ideas, and we please make us an example for public transit for the South and Midwest within the next couple of years. Rail, Bus, Bike, and any new methods that may come up.
- PLEASE FIGURE OUT A BETTER PUBLIC TRANSPORTATION NETWORK. DRIVING I-35 IS A NIGHTMARE. PEOPLE MOVING HERE ARE FROM LARGER CITIES WITH PUBLIC TRANSPORTATION.
- Please figure out how to drive around this city, east-to-west or north-to-south, to get kids to activities or to enjoy more of Austin while living in it as a family.
- PLEASE FINISH MOPAC AND PROVIDE TRAFFIC RELIEF. MAYBE UPGRADE PUBLIC TRANSPORTATION.
- PLEASE FIX I-35, MOPAC, ETC. TOLL LANES ARE NOT A SOLUTION. THEY HURT THE PEOPLE WHO CAN LEAST AFFORD IT.
- PLEASE FIX OUR TRANSPORTATION SYSTEM AND ADDRESS THE GENTRIFICATION ISSUES PLAGUING OUR CITY
- Please fix street(Garwood)
- PLEASE FIX THE HOMELESS POPULATION. I DON'T FEEL SAFE.
- Please fix the roads because traffic and road quality here SUCKS! Maybe even had more accessible public transportation.
- Please fix the roads downtown. Potholes everywhere! I'm actually distracted from driving while attempting to not damage my car by hitting potholes.
- Please fix the roads so we can get around Austin

- PLEASE FIX THE TRAFFIC PROBLEM IN I-35, 290 & 183. PLEASE RESURFACE THE CITY STREETS INCLUDING DOWNTOWN.
- PLEASE FIX THE TRAFFIC!!
- Please fix traffic problem downtown.
- Please focus on transportation issues before this city becomes completely unlivable due to the lack of viable options to get where you need to go and get there on time.
- Please focus on what COA does best. It's ok to not try to fix everything.
- Please generously fund the Austin Animal Center. Animals have no voice without the help of the caring people at AAC.
- PLEASE GET A TRAIN/AMTRAK SITUATION!
- PLEASE GET THE CONSTRUCTION ON MOPAC DONE! IT HAS GONE ON LONG ENOUGH AND REALLY DISRUPTS TRAFFIC.
- Please help cyclists be safe and help with cycle lanes. Please hold unsafe and ruin it for everyone red-light-running etc. cyclists accountable.
- PLEASE HELP MAINTAIN AUSTIN'S CULTURE AND IDENTITY AS THE LIVE MUSIC CAPITAL OF THE WORLD BY HELPING TO SUPPORT LOCAL MUSIC VENUES AND PROVIDING AFFORDABLE HOUSING AND HEALTHCARE SO CREATIVES AND ALL LONG-TIME RESIDENTS WHO HAVE SHAPED AUSTIN AND CONTINUE TO CONTRIBUTE TO THE CULTURE ARE NOT PRICED OUT OF THEIR HOMES AND THE CITY.
- Please help make bus stops safe, like at the corner of Rogge Ln & Manor Rd. (local hangout for illegal activity).
- PLEASE HELP THE LOCAL (AISD) SCHOOLS. HELP ADVOCATE FOR CHANGES IN PROPERTY TAXES, KEEP MONEY IN AUSTIN
- Please HELP, the homeless give them a address so they can work. And us single older women to succeed in owning a HOME. Thank you
- PLEASE HONOR NEIGHBORHOODS PLANS,PRESERVING THE INTEGRITY OF SINGLE FAMILY CITY CENTER NEIGHBORHOODS.
- Please host more forums for political items. Otherwise - keep up the amazing work!
- Please improve infrastructure, planning and the speed of road construction
- Please improve public transportation here - we are becoming a major city and need to have the infrastructure for it.
- Please increase curbside recycling to every week instead of every other week.
- Please invest in repair of Barton Springs Pool facilities. Bathrooms and changing rooms are falling apart.
- Please join other forward-thinking cities and do everything in your power to fight climate change, regardless of what our ridiculous President says.
- PLEASE KEEP ONE CITY OF AUSTIN ELECTRIC AND WATER RATES DOWN AND PROVIDE MORE AFFORDABLE HOUSING FOR CITY RESIDENTS. THANKS
- Please keep the health and safety of our citizens and land a priority over businesses and development.

- PLEASE KILL IMAGE AUSTIN AND CODE NEXT. THEY ARE A MESS, DENSITY IS OUR FUTURE BUT HAS TO E DONE SMART, OUR LAND CANNOT SUPPORT THE GROWTH, RUN OFF FLOODING
- Please legalize marijuana
- PLEASE LOOK AGAIN AT PUBLIC TRANSPORTATION. HAVING JUST VISITED PORTLAND,OR I WAS IMPRESSED BY THEIR COMBO OF LIGHT RAIL AND BUS HOW WELL IT WAS USED.
- Please look at retiming lights. It's incredible how inefficient they are.
- Please look at sustainable traffic solutions, not TOLL roads!
- PLEASE LOWER OUR CITY OF AUSTIN ELECTRIC PRICES BESIDES OTHER SERVICES THAT NEEDS TO BE CORRECTED IE ROADS
- Please lower the city budget. Eliminate non necessary services and programs. Stop acting like Austin is a premier city because the people that live here cannot afford to support much more.
- Please maintain streets and grassy areas in poor neighborhoods as you do in rich ones.
- Please make housing more affordable for people to live in.
- PLEASE MAKE PLANS FOR SAFE ROADS FOR CARS TO TRAVEL BY.
- Please make playgrounds accessible for kids in wheelchairs, including wheelchair swings and rides.
- Please make Section 8 affordable housing be able to pay the rents of this growing market. There is NO landlords or property managers that will accept the section 8 vouchers. Because section 8 gives out low vouchers to this growing economy! Rent is growing the amount of the vouchers should grow too. Thank You.
- Please meddle less. I was sad to see when you made it so hard for Google to get Fiber into Austin and when you pushed Uber and Lyft out.
- PLEASE OPEN MORE LANES FROM CANNON TO LACROSSE GOING SOUTH ON LOOP! SLAUGHTER AND LOOP LIGHT IS A NIGHTMARE. OVERALL TRAFFIC PROBLEMS ARE THE BIGGEST ISSUE IN AUSTIN. NO TOLLS MORE LANES.
- Please pave street.
- Please plan more for traffic as more people move to our fabulous city.
- Please preserve and protect our green space!
- Please prioritize city services and budget. Social services and health services offered by county or state should not be duplicated. Enforce rules of the road for bicyclists the same as autos.
- PLEASE PROMOTE AFFORDABLE LIVING IN THE CITY CENTER SO THAT ALL PEOPLE CAN THRICE IN THIS WONDERFUL CITY NOT JUST WEATHER WHITES
- PLEASE PROTECT OUR OLD COMMUNITIES AND THOSE WHO HAVE LIVED HERE.
- Please put lights on McKinney Falls Pkwy. At night it is very difficult to see, especially in inclement weather. There are also a lot of deer and not a lot of visibility.
- PLEASE PUT MORE PARK LAND IN OUR CITY, IN PARTICULAR AT THE CORNER OF 45TH AND BULL CREEK.
- Please quit pushing lower middle class households out of the city. The lack of affordable housing is making it very difficult for me to live and work as a public educator in Austin. Austin should value all of its residents, not just a select high income few. What will Austin do when it becomes easier for teachers, firefighters, police, and other lower and middle income professionals to

choose to work where they live? Buda, Kyle, Pflugerville, etc. will benefit, but will the CEO of a tech company want to lower herself down to teach low-income kindergarteners? I think not. For a city so full of highly intelligent people, the lack of foresight amazes me.

- please remove fluoride. no more convenience stores on Brodie Lane.
- PLEASE REPAIR ROADS ESPECIALLY THAXTON RD AND NUCKLOS XING. VERY BAD POTHOLES A LOT OF TRAFFIC NEAR GOODNIGHT SUBDIVISION.
- PLEASE REVIEW URBAN DEVELOPMENT CAREFULLY TO ENSURE IT DOES NOT REDUCE OR IMPACT SENSITIVE GREEN AREAS IN AUSTIN. GREEN BELT AND OTHER NATURAL AREAS.
- Please start collecting recycling every week! I am forced to throw my recycling goods in standard land fill because it is the majority of my garbage.
- PLEASE STOP RAISING THE RENT ON HOMES AND APARTMENTS. ALSO PLEASE STOP RAISING THE TAXES ON HOMES AND APARTMENTS.
- Please stop segregation by preventing gentrification and equalizing our schools. We are losing what little diversity this city had. It's inhumane and bad for our city in the long term: morally, educationally, economically, etc.
- PLEASE STOP TRYING TO BE EVERYTHING TO EVERYONE AND STOP SELLING AUSTIN. FOCUS ON BASIC CITY SERVICES. SELL THE LIBRARY BUILDING, GET RID OF ALL EDUCATIONAL PROGRAMS AND OFFER FREE OR REDUCED INTERNET INSTEAD.
- Please stop trying to placate the new coming into Austin. You seem to be enamored of new people moving here and new businesses moving here. Your idea of supporting the people who have lived here for a time seems to be adding a new committee to discuss a possible program which will lead to possible hiring or not. Code Next is going to alter family neighborhoods. Creating a more dense population in areas where families live and raise their children is not a way to make this a city which welcomes people. The school district is losing students because of the actions of the city. And losing students means losing families and that means you will soon be a very hip city. And when there are fewer and fewer families, and the big money making companies move on to another city which will offer them the next big tax and fees break because those gifts have run out here, eventually who will be here? When I moved here, there were green spaces and areas that welcomed people to enjoy a program of live music or fun things for families. Now, it appears the city is much more interested in making SXSW bigger with more hotel dollars and more publicity. Lets make ACL festival draw more out of towners. So what if nearly half a year is used up setting up, having or repairing damages from some big event.
- Please start thinking about the people who live here now, and have lived here. These are the people who have supported the employers, voted to make Austin a good place to live and provided the tax dollars. Please do not continue to treat them as though you hold them in disdain because you have your own agenda.
- PLEASE SUPPORT GENERAL AVAIAION AT THE AUSTIN AIRPORT. SIGNATURE AND THE T-HANGARS ARE PROHIBITIVELY EXPENSIVE
- Please support increased density in Austin, it is the only way to sustainably and affordably accommodate all the new residents attracted to our city's quality of life.
- PLEASE TAKE FLOURIDE OUT OF OUR DRINKING WATER. OUR WATER IS NOT CLEAN.

- Please the rent is to high! Make the rent going down! I have two kid just one job! I can't get two jobs for survive! I don't have time to waste time to my kid. The rent is to high.
- Please try to preserve single family neighborhoods in Central Austin
- Please try your best to keep UT Austin graduate housing located at Lake Austin Blvd. (Brackenridge at Colorado and Gateway Apartments). Thank you.
- PLEASE WORK ON BETTER TRANSPORTATION FOR MOTOR VEHICLE TRAFFIC!
- Please work to preserve the character and integrity of older existing neighborhoods, and stop allowing McMansions to be built on tiny lots.
- PLEASE WORK TO PRESERVE THE UNIQUE QUALITIES AND CHARACTER OF THE OLD AUSTIN NEIGHBORHOODS SUCH AS ALLANDALE. DON'T CHANGE THE ZONING JUST TO PACK IN MORE HOUSING AND GO FOR PROFIT.
- PLEASE WORK WITH UT AND OTHER EMPLOYERS TO ADOPT A STAGGERED WORKDAY / FLEX-TIME SO THAT ROAD BUILDING CAN BE MINIMIZED AND TRAFFIC ALLEVIATED.
- Police are helpful when called; however, they do not patrol Canyon Creek subdivision on Boulder Lane. Constant issues with running stop signs, parking in intersections, crosswalks, etc. We are at the edge of city limits and pay taxes too!!
- Police are overusing abusing Sir authority
- Police are slow to respond and treat every average citizen as a criminal even when you are the one to need services and help. Unhelpful, largely rude.
- Police parks better.
- political transparency
- Poor condition of neighborhood streets; absence/inadequacy of sidewalks.
- POOR METRO SERVICES TO THOSE THAT ARE FORCED TO MOVE OUT OF AUSTIN IN ODER TO AFFORD THE COST OF LIVING.
- POOR RESPONSE FROM AUSTIN WATER UTILITY , MY METER IS UNREADABLE BUT AUSTIN WATER INSISTS THERE IS NOT PROBLEM
- Prevent Capital Metro from cutting service to my neighborhood which results in that neighborhood being effectively cut off and isolated from the rest of the city. It is disgraceful that you and your administration allow them to conduct socio-economic class warfare against those without cars and cannot afford to live closer to easily accessible bus routes. You proclaimed 2016 as the Year of Mobility. And the solution? Make folks put cars back road or leave town (CAN'T AFFORD TO LIVE HERE). At no point will I receive a refund on the portion of sales tax I pay that goes to Cap Metro and yet I will receive much less service moving forward. And then I get to pay for a huge mobility bond. How is that going by the way? I can't wait to vote against you in the next election, assuming I'm still able to live here.
- PREVENT THE BAD RESULTS THAT CODE NEXT IS HEADED TOWARD.MORE IN PREVIOUS COVER AND MORE STRUCTURE ON SMALLER LOTS WOLD DAMAGE NEIGHBORHOODS AND FLOODING. WE NEED TO FOLLOW CHANGES IN AUSTIN BY ENCOURAGING CENTERS AROUND THE WHOLE CITY TO SUSTAIN AFFORDABLE HOUSING AND SUPPORT MASS TRANSIT. ESTABLISH HISTORIC DISTRICTS TO PROTECT OUR LIVABLE DENSE HOODS
- PRICES ON WASTEWATER, WATER, ELECTRICITY (TAXES)

- privatize utilities, energy, water, etc.
- PRO: COA efforts to protect local control. CON: Providing incentives/tax breaks to businesses moving into Austin.
- Probably within the next five years, we are moving away from Austin. The traffic and the crime within our area are key to this. You can have all the best services a city can offer, but if you can't get to them or are overwhelmed by too many people or don't feel safe, it is of no consequence whatsoever.
- Promote polices like public housing
- Promote solar power facilities.
- Property tax is overwhelming that paying house mortgage now is becoming an issue. If don't have two to three jobs you cannot afford to pay your mortgage. Property tax is now alarming. Utility bill is another problem we have in Austin community
- PROPERTY TAX RELIEF EFFORT. TRAFFIC IMPROVEMENT EFFORT
- Property tax, too high
- PROPERTY TAXES ARE CRAZY, WE HAVE LIVED HERE 28 YEARS AND MANY NO BE ABLE TO STAY IN OUR HOUSE WHEN WE RETIRE BECAUSE OF TAXES, SO SAD, YOU NEVER REALLY OWN YOUR HOUSE
- PROPERTY TAXES ARE DRIVING PEOPLE OUT. IT'S UNSUSTAINABLE AND WILL MAKE A RICH ONLY CITY.
- Property taxes are far too high for the city services provided - especially the total failure to plan for and provide adequate roads.
- Property taxes are forcing people out of Austin.
- property taxes are out of control
- PROPERTY TAXES ARE OUT OF CONTROL. AND THE MAIL THEFT MUST STOP THE POLICE ACT LIKE IT'S NOT THEIR PROBLEM.
- Property taxes are pricing me out of my home. Looking for other places to move.
- Property taxes are ridiculous and increasing faster than the city of Austin. We should not be paying taxes for low income people to afford to build a home and expect to live downtown and afford it. We should be burding the property owners to cover the cost of those who cannot afford to own or build a home in the first place to help those. Owning a home.is not aright, its a privilege to work for it and be able to afford to.
- PROPERTY TAXES ARE TOO HIGH!
- PROPERTY TAXES ARE WAY TOO HIGH.
- Property taxes for both residential and commercial are ruining our communities and destroying our local business. They have increased at a staggering pace in which no family nor business can keep up.
- Property taxes in the city are outrageous.
- Property taxes seem to be out of control. Unaffordable to many. Main Thoroughfares are abysmal.
- Protect established, small, successful businesses with \$ ceilings on utilities and taxes.
- Protect historic neighborhoods, they offer social and economic sustainability.
- PROTECT OUR WATER. BUY MORE PARKS OPEN SPACE. KEEP AUSTIN GREEN.

- Protect special cultural parts of town we are proud of (Murals in black community, small businesses run by Latino families, etc.). More sidewalks in neighborhoods so we don't stroll in the road.
- Protection of residential is important
- PROVIDE AFFORDABLE HOUSING, FIX TRAFFIC CONGETION
- PROVIDE BETTER SAFETY, IMPROVEMENTS, LIGHTING, ETC. FOR THE 78753 AREA OF AUSTIN. GET THE PROSTITUTES AND HOMELESS OUT OF THE AREA LIKE YOU (CITY OF AUSTIN) DID ON S. CONGRESS STREET 20 YEARS AGO.
- PROVIDE INSURANCE AND HOUSING FOR PEOPLE WHO CAN'T AFFORD IT
- PROVIDE MORE AFFORDABLE HOUSING IN DECENT AREAS FOR SINGLE MOMS AND ELDERLY.
- PROVIDE MORE INCENTIVES FOR COOPERATIVE HOUSING AND BUSINESS. STRONGLY PROTECT POORER COMMUNITIES FROM PROPERTY SPECULATION AND GENTRIFICATION. MORE METRO-RAIL!
- Public access to city lakes and swimming areas are limited with the influx of people moving to Austin, and many of the parks surrounding lake Austin are run down and overrun with weeds and stickers. For a city that spends two-thirds of the year in summer weather, there is relatively little quality water and park access outside of the downtown area; which is already overcrowded without lake-goers.
- PUBLIC HEALTH IS ALSO PUBLIC SAFETY AND MORE THAN JUST SOCIAL SERVICES!
- PUBLIC SAFETY
- Public safety should be the #1 priority. The City should be as strict as possible with drunk drivers and people texting while driving.
- public transit
- Public transit, dog parks
- PUBLIC TRANSIT--THE OLD DILLES NEED TO COME BACK!
- Public transportation
- Public transportation should be a high priority.
- Put more speed bumps, humps or pop-up speed displays when a HOA or local residents continue to call and inform them of a problem.
- PUT SOME TEETH IN AUSTIN ZONING LAWS. HYDE PARK IS BECOMING AN APARTMENT COMMUNITY WITH UGLY ADDITIONS TO SMALL HOUSES.
- Q13 section 10 in reference to graffiti - there need to be a distinction between street art and graffiti, and there needs to be a forum for the community to protect it from investors coming in to clean up aka gentrify the neighborhood. This city could be the next NOLA but not if you destroy the culture that built it. This same principle should be applied to Q16 affordable housing- people who have lived in houses for generations should be able to file for protected status and have a tax cap or a slowed rate on their homestead, several of my neighbors who lived here for 40 + years have been driven from their homes.. over the last 10 years I have watched characteristic houses be torn down and square modern (UGLY) - as large as possible taking up the entire lot with NO TREES - houses being built in their stead. You are allowing the character of these neighborhoods to be destroyed and driving the people who lived here for generations to be pushed out. I am a

bachelor degree holding white woman living on the east side and it disgusts me, not just poor black and brown people, so start caring because I vote, you will lose the youth of this city if you don't act to protect the EAST SIDE. More protests and bad press will follow if you continue down this road... we will not stand for it.

- QUALITY OF LIFE FOR RETIREES
- Quality of life for seniors is very poor
- Quality of life improvements are huge boosters of city morale & zoning for walk able amenities and safe bicycling options.
- Quit allowing growth where there is no infrastructure to support it. That means most of Austin.
- Quit allowing uncontrolled growth without infrastructure to support it. The quality of life in Austin has been destroyed, Why are we still giving tax breaks to businesses to locate in Austin? Stop further growth! And if property appraised values increase, lower the tax rate proportionally.
- QUIT BEING GREEDY AND TRYING TO GET MORE PEOPLE TO MOVE HERE UNTIL YOU BUILD AN INFRASTRUCTURE THAT CAN SUPPORT IT.
- quit being like trump and let us know who you are...
- Quit building.
- Quit catering to cyclists. Speed limit for cyclists or town lake jogging trail.
- QUIT CUDDLING THE POLICE WE CANNOT AFFORD IT OR THEIR UNION.
- QUIT ENABLING NEIGHBORHOOD GROUPS TO IMPLEMENT NIMBY TACTICS AGAINST NEIGHBORS THROUGH HISTORIC ZONING.
- Quit letting people from outside of TX move here and put a cap on the outrageous property taxes so rent will quit going up sky high...so people like me who were born and raised can continue to afford to live in Austin.
- quit misusing property taxes
- Quit spending frivolously on idiotic programs that only serve the few and start focusing on the growth and how our public services will meet this demand (i.e. Police, Fire, EMT). Quit getting involved in all the silly social issues such as TG, etc. and spend time running the city instead of placating a bunch of different groups that may or may not vote for you. End our Sanctuary City policy, the ones that are being hurt the most from the criminal element in the city are the GOOD immigrant community that do, like most Austinites, go to work every day to earn a living for their family. Instead you waste your time placating the immigrant groups without fully realizing that this policy may harm them the most. But hey politics...well...is politics. I liked you in the beginning, had friends on your campaign staff, others donated to your campaign, but you've done nothing but coddle the inside the 78701, 02, 03, 04 crowd. There are many in the outlying areas that, even with the 10-1 plan, are still underrepresented.
- quit spending money on special interest
- Quit spending money.
- QUIT TEARING UP STREETS AT THE SAME TIME
- Quit trying to crowd more people into my central Austin neighborhood.
- Quit trying to put affordable housing downtown. There is no affordable grocery stores or easily assessable resources downtown. Please move the homeless shelter from downtown. It's puts everyone going downtown at risk. It's a problem.
- quit trying to shove bike travel down our throats. we are not Oregon

- QUIT WITH THE SOCIAL ENGINEERING AND FOCUS ON BASIC SERVICES INFRASTRUCTURE UTILITIES AND POLICE AND FIRE EMS SERVICES.
- quit working on federal issues and focus on Austin departments and issues.
- Quit. Please. Step down. We need to more accurately plan our infrastructure for the projected growth. Our infrastructure planning has been abysmal. Stop using legislation to inhibit growth. If you want Austin to be a progressive, modern city then you need to start taking actions to make this happen. Saying it is not enough. But most importantly please quit. Do as all a favor. Announce your resignation.
- QUITE PROMOTING FOR PEOPLE TO MOVE HERE. ESPECIALLY OUT OF STATE PEOPLE. THE CITY OF AUSTIN HAS BEEN RUINED.
- QUITE TRYING TO PLEASE BOTH SIDES, FOR THE SAKE OF YOUR FUTURE, POLITICAL CAREER, ACT IN THE NOW. STOP BEING A WIMP.
- RAIL IS NOT THE ANSWER, STOP WASTING MONEY ON THAT, FIND OTHER SOLUTIONS TO FIX TRANSPORTATION ISSUES, CODENEXT IS HORRIBLE, LISTEN TO NEIGHBORHOOD RESIDENTS RATHER THAN FORCING CITY AGENDA ON TAXPAYERS. AUSTIN SERIOUS CONGESTION AND HIGH PROPERTY TAXES WILL PROBABLY BE THE MITIGATING FACTORS IN MY MOVING BACK TO FLORIDA IN THE NEXT 2 YEARS THESE ISSUES ARE THAT SUBSTANTIVE TO ME
- Raise minimum wage, affordable housing. Horrible service at post office
- raise minimum wage, need affordable healthcare and housing
- Rapid transit.
- READ THE HIGH COST OF FREE PARKING BY DONALD SHOUP.
- REAL ESTATE AND FREE ROAD ACCESS ARE FAR TOO COSTLY. STOP THE PROPERTY MARKET FROM SKYROCKETING. STOP THE TOLL ROADS.
- Real estate taxes are too high
- REAL PROGRESS HAS NOT BEEN MADE ON OUR ROAD AND PUBLIC TRANSPORTATION INFRASTRUCTURE. SHOULD THE CITY KEEP GROWING AT AN FAST RATE. OUR CITY NEEDS TO BE BETTER FUNDED AND PRIORITIZED IN ORDER TO MEET DEMAND.
- Realty taxes are increasing very fast pate. Need to control tax increases with CPI
- Rebuild I 35 from Ben White To Hwy 290
- Recently when the mayor spoke at our neighborhood meeting, he evaded the main reason for attending(Code X). And failed to answer any direct questions.
- RECYCLING, BICYCLING COMPOSITNG
- REDUCE COMMERCIAL DRAINAGE AND TRANSPORTATION FEES. THE RECENT INCREASE IS OUTRAGEOUS.
- Reduce property taxes!
- Reduce property taxes!
- Reduce property taxes.
- Reduce property taxes. Willing to pay fair share but that's not happening - e.g. compared to the breaks commercial entities get.
- Reduce real estate taxes and stop wasting money on PC nonsense. This is the cause of the affordability problem. Eliminate the 7th street shelter. It is a nuisance and a safety hazard.

- reduce taxes
- REDUCE THE COST OF CITY SERVICES SUCH AS ELIMINATE UNNECESSARY PERMITS. REDUCE THE MULTIPLE CUSTOMER SERVICE CHARGES ON THE AUSTIN ENERGY BILL.
- Refocus on people issues.
- Reform of public information access to include completeness (A/V, communications, records...) and ease of access to public information.
- Relocate the Governor's mansion to Waco.
- Relocate the homeless shelter from downtown. Buy out the owner of the Tarrytown Center, because she won't allow businesses that deal in animal products, so we can't have good restaurants in the neighborhood.
- Remove the stop lights on 360. Build a light rail system that includes the airport as a destination. Build more bridges across lake Austin.
- REPEAL SANCTUARY CITY RULE AND COOPERATE WITH STATE AND FEDERAL GOVERNMENTS.
- Replace the city council
- Represent all city of Austin residents, not just the ones who live in or near downtown Austin. We live in Northwest Austin and do not get good representation, poor city services (other than water and EMS). Never see the police in our neighborhood. Before being annex in the late '90s we always saw Travis County police.
- reroute the Mopac trains.
- RESPECT THE SENIOR CITIZENS AND DRIVE DOWN BERKMAN DR AT 8 AM AND 5 PM 2ND LINES RD CUT FOR BIKERS WHO NEVER USE THE BIKE LANES. THE ROADS ARE AWFUL , WE NEVER SEE A PATROL CAR, AIRPORT & 51ST STREET IS LIKE A DEATH TRAP, HAVE A NICE DAY . BE SURE TO REACH YOUR MALE STAFF TO RESPECT THE ELDERLY
- Restrict water use. No new development in areas dependent on well water. No well water use supplementing City water for yard use.
- Review the management of all departments. Most are not well managed. Managers do not tell the truth and will smile as they lie to you. The city government comes first; not the welfare of the citizens. There needs to be accountability and penalties for city employees at any level to do their jobs effectively and timely. The City of Austin needs to return to providing basic services extremely well. the City of Austin is currently involved in way too many areas/services/programs that should not be provided by City government with tax payer dollars. The City of Austin pays too much for the quality of most of the personnel it hires; particularly in high level positions. The City places diversity above quality in hiring matters. I expected the Mayor to improve City government efficiency. I have been very disappointed.
- Review your priorities! There is more to Austin than downtown! No sanctuary city!
- RISING COSTS ARE MAKING IT INCREASINGLY DIFFICULT FOR SENIORS TO STAY IN THEIR HOMES (PROPERTY TAXES, UTILITY SERVICES). PROPERTY TAXES MUST BE ADJUSTED.
- RISING PROPERTY TAXES ARE A GREAT CONCERN FOR ALL AUSTINITES.
- Rising property values and taxes. They are getting out of control, causing people to leave.

- Road conditions on major and inter-city highways need to be reviewed and improved
- Road quality and traffic lights really need to improve. Traffic is a mess!
- ROAD QUALITY IS POOR
- Roads!, public transit
- Run the train at night and on the weekends. Don't worry about bathrooms, worry about keeping the police safe and our homes safe. No more toll roads. ALL new roads should include bike lanes or shoulders for bikes to ride in.
- SAFETY AND EDUCATION
- Safety on the roads. I avoid driving when possible because I feel it's dangerous driving on Austin roads. People go too fast, don't abide by traffic rules, I see accidents almost happen or happen regularly, drivers aren't paying attention while driving due to electronic device use, not allowing people to merge, weaving in traffic, tailgating, not using their signals, and likely driving under the influence of drugs or alcohol. I think the city needs to do more public service announcements on safe driving habits and be stricter on passing driver license tests; driving is a privilege not a right.
- Safety on the streets. I live and work central and don't feel safe walking (day or night) by myself anymore.
- Safety, housing
- SCALE! WE'RE DOING GOV'T LIKE WE ARE STILL SMALL AND WE'RE NOT. USE TECH MORE. USE CITIZENRY. STOP RISING TAXES.
- SCRAP CODE NEXT AND BUILD A NEW CITY PLANNING DEPARTMENT FROM THE GROUND UP
- Scrap CODENEXT as it is. In an ill-planned effort to make zoning in the city less complicated, you have completely up-ended residential neighborhoods and turned them into potentially overcrowded, overly expensive urban high-rise zones. The neighborhoods will no longer be the calm, quiet single-family neighborhoods the surrounding streets were designed to serve. Density for density's sake is extremely unwise. In a wrong-minded effort to create affordable housing, you are making all housing not only unaffordable but undesirable.
- security is top priority
- SEEK PROFESSIONAL COUNSELING. LIVE WITH THE HOMELESS.
- SEND CODENEXT BACK TO THE DRAWING BOARD!
- Seniors are being property taxed out of their homes. It is the most unfair tax for anyone just wanting die at home! An arbitrary value placed on a home that the buyer will never see.
- -Set the city's priorities based on the majority; not the loud minority and political correctness. Raising taxes to pay for homeless care...really. This city has become a haven for the homeless across the country. Not something to be proud of. Care for our
- Should be priority on public restrooms. There on 2 on the whole trail on the east side and none downtown .
- Should do more about parking problems in neighborhoods that are starting to get filled up with businesses that rarely have enough parking to support their customers, leading to overflow of parking on the street. Sometimes guests have to walk for blocks as the street in front of my house is a parking lot.
- Should have used Brackenridge for homeless and related programming, not more luxury homes.

- SHOW STRONGER SUPPORT FOR THE ENTERTAINMENT INDUSTRY TO ENSURE THE LABORERS AND ENTERTAINERS CONTINUE TO MAKE AUSTIN A POWERHOUSE. INCREASE FILM INCENTIVES AND PROGRAMS THAT PAY MUSICIANS AND ARTISTS PROFESSIONAL LIVING WAGES.
- Sidewalks in my area, help improving my house, lower my electric bill.
- sidewalks on Neans Drive
- SIDEWALKS, BIKE PATHS, PARKS AND GREEN SPACES, POOLS. COMPLETE THE VIOLET CROWN AND WALNUT TRAILS. ADD A BIKE PATH SEPARATE FROM HIKING ON LADY BIRD. ALLOW RV'S TO BE PARKED IN THE DRIVEWAY (CHANGE THAT CODE).
- Simplify city planning efforts like CodeNEXT.
- Sir - please keep up the outstanding service you render for the people of Austin.
- Slow down development
- SO MANY LAND AND TEXAS AND THE HIGHWAYS IS RIDICULOUS SMALL WITH SO MANY LAND.
- So many to start with. One that is very overlooked is traffic safety / enforcement. Not enforcing red lights, stops signs, etc. just leads to larger and more dangerous driving infractions.
- Some city staff are good, many are not productive, wasting money.
- SOME LIGHTS CHANGE TOO FAST.
- Something has to be done about city of Austin water. My bill has steadily increased over 50% year to year for the last 4 years.
- Something like the Playground series but with indoor locations would be good during summer.
- South Austin could really use at least one dog park south of Riverside.
- South Austin off 1st south of Ben white. Is growing fast & we do not have enough small parks & walkable spaces. I would like to see more with more shade trees.
- Speed up building permits.
- Speed up highway construction.
- Speed up on road construction. Correct bad timing on long lights. Out in right turning lanes and turn-arounds on main roads. And quit using the APD as a profit center. They claim to be understaffed but they over patrol and write too many tickets instead of real law enforcement. Major cities don't do that.
- SPEND LESS ON BICYCLE LANES AND USE THE MONEY AND RESOURCES TO MAINTAIN AND ADD SIDEWALKS AND URBAN TRAIL SYSTEM. SIDEWALK MAINTENANCE AND CODE ENFORCEMENT ARE TERRIBLE.
- SPEND TAX MONEY ON THINGS THAT HELP EVERYBODY. LIKE ROADS AND TRAFFIC ISSUES. REDUCE SPENDING ON THINGS THAT CATER TO SPECIAL INTERESTS.
- SPEND YOUR TIME ON THE TRAFFIC ISSUE
- SPENDING OF TAX REVENUE.
- Staff is capable and easy to work with. Thank you. Love to see a more functional recycling program
- STAND AND SUPPORT OUR GOVERNOR. DON'T ALLOW LIBERALS TO SWAY YOU.
- START TAKING CARE OF BASIC CITY SERVICES. IT IS NOT BEING DONE.

- Start using bean bag guns to stop people.
- Stay compassionate and advocate for individual rights (freedom, housing, expression, etc.). Thank you.
- Stay diverse and weird and do more to help bikers and affordable housing.
- Stay ethical - that is appreciated.
- stay out of state /national politics
- Stay resolute to oppose our state government's hypocritical overreach to control local government.
- Stay within our budget!
- Stop acting like we aren't getting erased from our own town. Stop letting fatcats treat us like parasites.
- Stop adding in bike lanes in south east Austin. No one uses them. The people that ride here, ride on the sidewalk because the lanes are now two narrow that it's dangerous; and there is only 1 or 2 people riding anyway. Cut the median grass, handle the homeless population that's growing, deal with the crime, fix the roads... but stop with the bike lanes. People don't ride to work, only for fun, and their bikes are on their cars on the way to the park.
- Stop all this building Austin is just to big now
- STOP AUSTIN FROM GROWING
- STOP BEING SO GENEROUS WITH OUR TAX DOLLARS. USE THEM FOR THE REAL NEEDS OF THE CITY AND STOP GIVING THEM AWAY. FIX THE TRAFFIC PROBLEMS NOT THE BICYCLE NON-PROBLEM.
- STOP BEING SO LIBERAL AND IDEALISTIC. FOCUS ON BEING COMPETENT AND IMPROVING THE CORE SERVICES. NOT THE OLDER STUFF THAT FEW OF US CARE ABOUT.
- STOP BEING SO PROBUSINESS AND BE PRO COMMUNITY
- STOP BLDG AT LEAST UNTIL PROJECTS ARE DONE AND FINISHED. GIVE THEM A CERTAIN AMOUNT OF TIME (YEARS) AT LEAST 2 TO 3 YEARS DEPENDING ON THE PROJECT THEN ONCE IT DONE ALLOW NEXT GROUP TO BUILD. CONSTRUCTION EVERYWHERE AND IT LOOKS LIKE IT'S NOT ENDING. HELP
- STOP BUILDING BIKE LANES. THERE ARE MORE CARS THAN BIKES AND CARS SHOULD HAVE PRIORITY.
- Stop building toll roads, Increase income limits on down payment assistance program
- STOP BUILDING!! OUR GREENERY SCENERY IS BEING REMOVED. OUR WILD ANIMALS ARE BEING DRIVEN OUT FROM THEIR HOMES. PLEASE DON'T LET AUSTIN BECOME ANOTHER LOS ANGELES/NEW YORK CITY.
- Stop catering to the bike riders and taking away lanes on our streets.
- Stop clogging traffic with unused bike lanes!
- Stop coddling the homeless, it keeps them here and attracts more!
- STOP CODENEXT!!
- STOP CONCENTRATION ON SPECIAL INTEREST GROUPS AND DENSITY. JUST BECAUSE YOU THINK IT'S GREAT DOESN'T MEAN IT'S GOOD FOR THE REST OF AUSTIN.

- STOP DEVELOPMENT OF GREEN AREAS (WOODED PARKS, UNDEVELOPED LAND) IN THE CITY
- Stop eliminating parking in downtown Austin and stop creating more bike lanes and bicycle traffic lights. It's ridiculous!
- Stop encouraging growth.
- Stop encouraging people to move here.
- STOP ENDLESS STUDIES OF PROBLEMS OR SITUATIONS (OFTEN ENRICHING OUT-OF-CITY OR OUT-OF-STATE CONSULTANTS) AND GET BUSY WITH SOLUTIONS
- Stop fighting with the State of Texas.
- STOP FIXING THE BIKE TRAFFIC FLOW AND FIX THE AUTOMOBILE TRAFFIC FLOW.
- Stop forcing affordable housing on Austin residents. CodeNext is simply a tool for developers next financial windfall. Affordable housing would be available if we stopped building more housing. Eliminate (or better control) vertical growth within the city. Those Capitol view corridors have almost disappeared.
- STOP GENTRIFICATION OUR OLDER RESIDENTS ARE SUFFERING. STOP INCREASING PROPERTY TAXES AND STOP BUILDING SO MANY CONDOS.
- STOP GIVING AWAY MY TAX DOLLARS TO BAD LAW SUITES TOUGH ON CRIME--THROW OUT THE HOMELESS--START CUTTING BACK ON WORKERS THAT DON'T WORK
- STOP GIVING PERMITS TO ALL THESE APARTMENTS AUSTIN HAS DOUBLED IN SIZE AND WE HAVE A HORRIBLE TRAFFIC SITUATION, YOU ALL ARE JUST MAKING AUSTIN WORSE
- STOP GIVING TAX BREAKS TO GIANT CORPORATIONS LIKE MERCK! WE DON'T NEED MORE PEOPLE MOVING HERE, AND YOUR KILLING AFFORDABILITY FOR SMALL HOME BUSINESSES.
- STOP GIVING TAXPAYER MONEY AWAY. BUILDING PROGRAMS TO SUPPORT HOMELESS WILL ONLY BRINGING MORE PEOPLE TO AUSTIN. WHERE IS THE INCREASED HOMESTEAD EXEMPTION?
- STOP LETTING BUILDERS TEAR DOWN OLD NEIGHBORHOODS AND PUTTING UP HUGE DUPLEXES THAT FALL APART IN 5-10 YEARS
- STOP LYING ACT LIKE A PUBLIC SERVANT NOT A RULER, LOSE THE ARROGANCE AND DON'T RUN AGAIN!
- STOP NEW ZONING FOR MULTI-HOME PROPERTIES! WE DON'T NEED MORE APARTMENTS/TOWN HOMES/ETC! LET US FAMILIES EXPAND OUR HOMES TO MAKE THEM MORE LIVABLE AND EASE UP ON PERMITTING FOR HOMESTEADERS!
- STOP PANDERING TO DEVELOPERS.
- Stop promising to fix the road system and actually do something about. Stop start so many projects. Finish one then move on to the next and think for future expansion and not just what would fix the problem. Collect data from other major city's on how they operate their roadways then try to utilize them here.
- STOP PUTTING BIKE LANES EVERYWHERE.

- Stop putting in speed bumps - better yet take them out and put in roundabouts for better traffic flow and less wear on cars. Sync traffic lights - if I'm sitting at a light and there has been no traffic for a while - lights should be triggered to change.
- Stop raising my property taxes every year or give a better homestead exemption to us folks who have put roots down in this city. The rates go up each year and there is no reprieve.
- STOP RAISING OUR TAXES. STOP CHALLENGING THE STATE GOVERNMENT AND USING MY TAX DOLLARS TO PAY FOR ATTORNEYS.
- Stop raising property taxes
- Stop raising property taxes. Traffic is wretched.
- Stop raising taxes
- STOP REGULATING INNOVATIVE NEW BUSINESS - UBER, AIRBNB, ETC.
- STOP SANCTUARYING CITY NONSENSE, STOP USING MY HARD EARNED TAX DOLLARS TO PURSUE THIS REDICULOUS LAWSUIT AGAINST SB4 ILLEGALS ARE ILLEGAL
- Stop scraping away old Austin and gentrifying historic neighborhoods
- STOP SOCIAL ENGINEERING. SPEND TAX MONEY ON FINISHING AND FIXING STREETS. WHY ARE LIBRARIES CLOSED ON WEEK-ENDS AND DAYS WHEN PEOPLE ARE AVAILABLE TO GO?
- Stop taking away our quality of life: Stop luring businesses here. Stop luring festivals here. Do something about traffic congestion, and STOP making it easier for bikes to be on the streets & highways which is more dangerous for everyone. The cyclists are a tiny percentage of the people, and auto drivers are a HUGE percentage. My tax dollars are paying for this bike stuff because you wouldn't let it be a separate bond issue. You & the money bullied the bond issue through, and uninformed people voted for it. I've lived within 30 miles of here all my life, and the kids of natives like me cannot afford to live here!!!!!! Californians are taking their jobs. You are breaking up families. Use some common sense.
- STOP TEARING UP ROADS TO BUILD MORE BIKE LANES, PEOPLE ARE NOT GOING TO TAKE THEIR CHILD TO SCHOOL BY BIKE THEN BIKE 16 MILES DOWNTOWN TO WORK
- Stop the bicycle lanes, they are causing traffic jams all over. They don't pay road taxes. Stop the bike lanes.
- STOP THE BIKE LANES AND MAKE BICYCLES OBEY THE DRIVING LAWS LIKE THEY ARE SUPPOSED TO. THERE ARE BIKE LANES AND BICYCLES IN MANY UNSAFE AREAS AND THEY DON'T STOP AT STOP SIGNS, LIGHTS, ETC.
- Stop the congestion madness created when street lanes are closed for private construction.
- Stop the density being added to our neighborhoods-causes more flooding and traffic problems
- Stop the growth programs, educate the unemployable with new skills.
- STOP THE GROWTH WHICH HAS BEEN HANDLED SO POORLY. IN MY EXPERIENCE THE CITY HAS CHANGED FOR THE WORSE!!!
- stop the monopoly with city of Austin water and energy - oh - and bike lanes don't belong in the middle of the street where the cars to (think Santa Cruz drive in NW Austin)
- Stop trying to attract (and even subsidize) more business and development. It only increases congestion, drives up prices, and makes Austin less and less affordable.

- STOP WASTING MONEY ON THAT STUPID TRAIN
- STOP WASTING OUR TAX DOLLARS. CUT PROPERTY TAXES.
- Stop wasting ridiculous amount of taxpayer money on bicycle projects that benefit far too few residents and fix the timing of traffic lights!
- STOP WASTING TAX DOLLARS ON LIBRARIES AND PROPPING UP RIDE SHARING COMPANIES.
- Stop wasting tax payer money, do not give away - make people earn.
- Stop worrying about state problems and concentrate on the city.
- Stop worrying about what goes on in DC and start listening to the people of the community and stop wasting our tax dollars after all the city does not have any money i.e.. printing presses for currency you get it from tax payers.
- Stop worrying so much about water conservation and zero waste and provide lower cost, adequate services.
- Streamline the permit process. Push back on the insular culture that city employees have. Lower taxes and fees. Improve downtown mobility for vehicles. Develop business nodes outside of downtown.
- Street pumps on my street because cars go to here fast and school getting ready to start right by Ortega Elementary school and we need a cop to come down here to help protect the kids
- Streets and sidewalk repair
- STREETS AND TRAFFIC HAVE BECOME INTOLERABLE!
- SUGGEST THAT EITHER 45TH ST. OR 38TH ST. BE WIDENED TO ACCOMMODATE A CENTER LANE FOR LEFT TURNS. IT WOULD GREATLY IMPROVE EAST-WEST TRAFFIC FLOW IN CENTRAL AUSTIN. STOP GIVING LARGE CORPORATIONS TAX INCENTIVES. THEY SHOULD BE PAYING AUSTIN TO MOVE HERE!
- SUPPORT AUSTIN POLICE, ADD OFFICERS (MALE AND FEMALE). KEEP AUSTIN SAFE. INCREASE TRAINING. GET THE POLICE GOOD CARS. INCREASE FUNDING FOR AUSTIN METRO RAIL.
- SUPPORT OUR POLICE AND FIREFIGHTERS AND CONCENTRATE ON RUNNING THE CITY OF AUSTIN.
- Support Police dept. growth plans, find a solution for homeless problem downtown
- Support schools music programs and support our schools in general.
- SW Austin, specifically Oak Hill is isolated from the rest of Austin's bike lanes/trails. To access, have to go along frontage road or actual shoulder of 290/71 which is not ideal. Also, we are starved for city pools/parks. None within walking/biking distance.
- Take bike lanes off of Payton Gin rd.
- Take care for affordable housing. For instance, 1/3 of every urban building could be set aside for affordable housing.
- take care of our water without this no life. this is 2017 there is no reason Austin can't add safe chemicals to the water. Also police are too aggressive here, I've been pulled over in major cities never scared and abused before like in Austin
- take care of the homeless problem
- TAKE SMART INNOVATIVE RISKS WITH TRANSPORTATION.

- Take toxic fluoride out of our drinking water. Ozark is getting expensive and I can't shower in it. Have some parks that are adult parks where alcohol is allowed. Drinkers do not get to use parks but we still have to pay for them - not fair.
- Tax the businesses moving here to the max. Austin is full and he is a traitor to Austin.
- Taxes are bananas here. Please stop spending so much money, I want to live here but my property taxes a making it difficult.
- TAXES ARE TOO HIGH
- Taxes are too high, especially along lake Austin.
- TAXES ARE TOO HIGH, UTILITIES (ESP. WASTEWATER SERVICES) ARE INCORRECT, CHARGING TOO MUCH FOR NON-EXISTENT SERVICES.
- taxes are too high.
- Taxes are too high. City not affordable.
- TAXES TOO HIGH, ELECTRIC AND WATER BILL TOO HIGH FOR RETIRED PEOPLE
- Teachers in the Austin/surrounding areas need to be paid higher salaries to compete with other large Texas cities like Houston, San Antonio, and Dallas. It's hard to keep up with the rising cost of living in Austin (especially rent/housing) when our teaching job market is not as competitive salary-wise.
- Tell detectives to do their job.
- TERRIBLE LACK OF PLANNING ON S. LAMAR, NO BUS PULL OFFS, NEW BUILDINGS RIGHT UP TO STREETS.
- Thank you for all you do!
- Thank you for city services!
- THANK YOU FOR TRYING TO PROVIDE AFFORDABLE HOUSING. AUSTIN IS BECOMING LESS DIVERSE DUE TO LACK OF AFFORDABLE HOUSING. KEEP FIGHTING.
- Thank you, Mayor Adler!
- Thank you, Mayor Adler, for doing a great job. You do not have an easy job. Keep up the good work.
- Thanks for all the hard work. Don't care about differing views, but someone's willing to work hard for the city.
- That people from out of states want to own more property then they should have when families who have lived here many years are being pushed out by the thousands leaving behind legacy when their parents thru out their lives worked hard to keep their family together due to high cost of living and to much fun but not enough principals of life to live happily ever after a dream home with land we don't own put the house we bought and high cost the ones who want to invade are California New York which we will probably not be a Texas icon , due to style of homes build by California , New Your let us have our own style of Texas. That's what I think Mr. MAYOR OUR UNIQUE TEXAS STYLE WHAT WE ALL KNOW TEXAS FOR .This is what Tejas was called a friendly town but a friendly City Call the star of Texas our Capital not other city's work on this please
- That this city is very far behind the times regarding transportation, its energy costs way too much, and its permitting and licensing departments are way too nice to big non-Texas corporations and far too restrictive for local startups and locally owned businesses in general.

- The traffic in Austin I've lived here all my life and it's horrible. Too many people moving in and our property taxes are Sky High. The next Generations to come will not be able to afford to live here.
- The accuracy of my water usage is questionable. I believe it isn't read or there is a huge problem. I do everything imaginable to conserve and yet it is out of the ordinary for one person--ME. I truly believe I am cheated!
- The affect of gentrification in east Austin
- THE AFRICAN AMERICAN COMMUNITY IS UNFORTUNATELY DISAPPEARING IN OUR LOCAL CULTURE.
- The apartment/house prices in and around the Austin area are ridiculous! They are outrageously priced and normal people struggle to live anywhere near Austin! The lower priced apartments are in unsafe areas and the cost for a single person/one bedroom is WAY TOO HIGH! This is NOT California and prices/cost of living should NOT be so high in comparison to the other major cities in Texas!
- THE ARCH IS A DISGRACE FILTHY ILL MANAGED AND A EYE SORE.
- The ARCH needs to be moved out of downtown. I both live and own a retail business downtown and am HORRIFIED by the homeless problem at my residence and place of business. They threaten and harass me, staff and customers and steal/destroy my property WEEKLY, and the police do nothing. I witnessed a naked homeless woman assaulted in front of ARCH and the police drove right past her and ignored it. As a woman I'm scared to be alone at my business day or night.
- THE ARCH! LOCATING A HOMELESS SHELTER IN THE ENTERTAINMENT DISTRICT IS DANGEROUS. A HIGH PERCENT OF THE ARCH RESIDENTS HAVE MENTAL / ALCOHOL ISSUES, MAKING IT UNSAFE FOR TOURISTS AND LOCALS. (AND IT IS FILTHY AROUND THERE)
- The Austin Public Library is top of the line!
- The authorities racial doctrine has been proven wrong.
- The bridge on my street has been out for two years. I see unprecedented growth and construction all over the city. Why does it take so long to rebuild bridge?
- THE CHARACTER OF OUR CLOSE-IN HISTORIC NEIGHBORHOODS AND DIVERSE POPULATION PROFILES IN SAME ARE BEING DESTROYED. THE CITY IS ALLOWING THIS OVERTURNING OF OUR CULTURE AND COMMUNITY IDENTITY THROUGH STATUTES THAT ALLOW DEVELOPERS TO RIDE ROUGHSHOD.
- THE CITY APPEARS TO BE FORCING MORE PEOPLE TO RIDE BIKES (BY THEIR TRAFFIC PLANNING), HOWEVER, THIS IS NOT WORKING AND IS MAKING TRAFFIC WORSE. THE IDEA HAS MERIT, BUT YOU CAN'T FORCE PEOPLE TO DO WHAT THEY DO NOT WANT TO DO.
- THE CITY COULD REALLY USE BETTER MUSEUMS. ESTABLISH A NEW MUSEUM PARK AND SOME KIND OF LONG TERM VISION FOR THE CITY.
- The city council mainly Greg Cesar has made my neighborhood completely unsafe. I am appalled at what he did in his part to causing the riots. I hold him Directly responsible for anything that may happen to my family as a result of the riots. He made it unsafe for me to go to work for 2 weeks because my place of employment was almost set on fire and the succeed just a

few feet down the road. I expect the city council to conduct themselves more professionally than that and I expect them to keep their personal opinions and actions in their own homes so that my Safety and family isn't in Danger. It is deplorable to think that illegal aliens mean more to them than the homeowners in this city. If you have not notice the home owners in this town are people to and we deserve the safety that we pay for. I am just glad that the brave men and women of APD were not hurt in the riots as the blood of the fallen officers would be on the hands of the people who called for the riots including GREG CASAR!

- THE CITY HAS FAILED TO ADDRESS THE TRAFFIC PROBLEM ON I-35 & ALSO ON 183. YOU ARE MORE FOCUSED ON BIKE TRAFFIC WITH DISREGARD TO THE MAIN ISSUE
- THE CITY HAS GROWN TO MUCH AND TO FAST. ONLY THE WEALTHY CAN LIVE HERE COMFORTABLY.
- The city is becoming extremely unaffordable. This is a danger to everybody in the city. Especially those who have lived here a long time.
- THE CITY IS GROWING FASTER THAN THE ROADS CAN KEEP UP. ADDING SEVERAL MULTI UNIT HOUSING PROPERTIES ON ROADS LIKE LAMAN AND BURROT COMPOUND THE SITUATION.
- The city is too expensive to live in for the quality of housing/rentals available. The city gets dirtier and more crowded every year and the city employees do very little to enforce clean and safe environments within their apartment complexes. Austin 311 helps slumlords thrive within the city, giving them ample warning that they will be visiting instead of dropping in unannounced.
- The city MUST do more to encourage affordable housing in the Central city and the near suburbs. With our lack of public transportation in outlying areas, it is terribly unfair for poor and middle class workers to have to live further and further outside Austin. We must stop building luxury developments and focus on affordable housing.
- The city must get growth under control and find a way to provide traffic relief. MoPac currently has morning, noon and evening rush hours that are approximately 7AM-9:30AM, 11:AM-1PM and 3:00 PM-6:30PM, respectively. This is completely unacceptable. These rush hours are similar to those of LA and D.C. and other cities with 8-10 times the population of Austin.
- The city needs to be more diligent in emptying the garbage cans in city parks.
- The city needs to do a better job at planning for density and how to transport people.
- The city of Austin has no business providing electricity to people directly. The rest of the state deregulated electricity years ago. You should join them. I moved here from Houston where I had a choice of electricity providers and now I pay TWICE AS MUCH to heat and cool the same size apartment!! No one living in 800 sq ft should be paying \$120 a month in electric costs. SHAME ON AUSTIN!
- THE CITY OF AUSTIN IS MORE THAN ONLY REPRESENTING DOWNTOWN BUSINESS INTERESTS AND PRESERVING THEIR STRANGLEHOLD OF REAL ESTATE VALUES.
- The city of Austin must continue to widen and improve our city streets in order to accommodate city population growth and improve traffic flow.

- THE CITY OF AUSTIN NEEDS TO WORK ON A RAIL TRANSPORTATION NOW. THE CITY WILL BE MASSIVE IN A FEW YEARS.
- THE CITY OF AUSTIN-ALONG WITH OTHER TEXAS CITIES SHOULD FILE SUIT AGAINST THE STATE OF TX OVER RECENT OVERREACHES OF THE TAX LEGISLATURE. TOTALLY UNCONSTITUTIONAL
- The City of Austin is growing, which is great but this brings a lot of issues. One item that definitely needs reform is the noise/complaint ordinance. They are never taken serious and police never respond to these. People in my neighborhood have loud music and loud parties that go well in the late morning hours and even though people call police never show up.
- THE CITY PERMITTING AND INSPECTORS ARE AWFUL. THEY ARE SLOW, IMPOSSIBLE TO DEAL WITH AND MAKE LIFE A MISERY.
- The City will be judged based on how it treats its most in need more than the what it provides for its wealthiest. Don't forget that there is a big and rising constituent base that are not and never will be homeowners here if the market continues to price us out.
- The cost of living compared to what jobs are paying in Austin in both private and public sector are grossly uneven. I have lived in Austin my whole life and Austin has changed in many ways good and bad. If something doesn't change soon with traffic and the cost of living Austin won't have any low middle class worker. That class of people will stop wanting to deal with the hassle of driving 30-45 mins back and forward everyday for low wages.
- The cost of utilities and living have made it difficult to remain in the city limits. Traffic is a serious issue as well.
- The crime Rate is awful
- The emphasis on affordability seems to be mis-placed. If 150 people a day are moving into the Austin MSA, then we do not have an affordability problem. The real issue is that that the people moving here make more money and are thereby willing to spend more on housing, food, etc. than some of the current residents. That results in displacement or gentrification. But rather than allow that to happen, with the resulting increase in the tax base (and giving the city the opportunity to lower taxes on its remaining residents), we try to retain the lower income people in the City.
- THE ESCALATING COST OF LIVING
- The far left aren't the only ones living in this city!
- THE FOCUS HAS ALWAYS BEEN ON THE CENTRAL PART OF THE CITY OR WEST AUSTIN. NORTHEAST AUSTIN IS ALWAYS NEGLECTED.
- THE GENERAL APPEARANCE OF OUR CITY STREETS AND SIDEWALKS IS SUB-PAR. THE WEEDS THAT OVERGROW NEWLY INSTALLED SIDEWALKS, MEDIANS, AND PAVEMENT GIVE US A NEGATIVE IMAGE.
- The gentrification in this city is displacing hard-working citizens who have been forced to seek livelihoods elsewhere. This separation of families is devastating and contributes to the negative atmosphere among the diverse peoples moving here and locals who were born and raised in this city. It feels like what Austin is becoming is not the Austin I used to love.
- THE GROVE DEVELOPMENT MAY BE A DISASTER, VERY DISAPPOINTED HOW THE DEVELOPERS DOMINATED OVER NEIGHBORHOODS, AUSTIN NEEDS MORE URBAN

GREEN SPACE. HOW IS THIS NO THE GROVE FURTHER SLOW AUSTIN'S DISASTEROUS TRAFFIC ISSUES.

- The growth of the city has been too quick and caused many problems -- traffic, affordability, crime. Focus should be on making the current population safe, healthy and happy instead of on \$.
- THE HIGH TAXES HAVE GOTTEN OUT OF CONTROL. IT'S MAKING AUSTIN UNAFFORDABLE FOR MIDDLE CLASS.
- The homeless in downtown near the bus station are becoming unbearable. It is depressing and not good for our city image. I do not mean to be cold hearted but in the years I have been here that area has become worse and worse. I do not feel safe walking through that area, especially at night. I'm sure businesses in the area must be affected. I know there will always be homeless but I believe the city needs to work to find a solution that won't leave them out in the open and will create a safer and more beautiful city.
- The homeless population on drugs have been increasingly more aggressive and dangerous. I've had them scream at me and my kids and badger us for money. They stumble, fall and are passed out all around the downtown area.
- The homeless situation is embarrassing and unsafe I work downtown and I can't even get something to eat without being harassed they are out of control. The camps under the bridges and the pan handling at every night is disgusting and an eyesore
- THE HOMELESSNESS ISSUE, ESPECIALLY IN THE DOWNTOWN (I.E. TOURIST) AREA NEEDS TO BE ADDRESSED. ADDITIONALLY, COA NEEDS TO DO A BETTER JOB OF PLANNING FOR POPULATION GROWTH VIS-A-VIS TRAFFIC FLOW, ESP. ON I-35.
- The housing costs are outrageous!
- The light in our neighborhood is really dark which makes people feel unsafe and it's summer that means it is really hot for a walk during the daytime.
- THE MAJOR ROADWAYS NEED TO BE IMPROVED IN ORDER TO ACCOMMODATE THE GROWING AUSTIN POPULATION RELIEVE TRAFFIC CONGESTION.
- The Market value salaries and wages are not increasing with the rate of increase for cost of housing and food!! Rent and Home prices are way out of line with the market value wages. I can get a job here, yet I can't afford to live here - there is something wrong with that picture.
- The mayor and council need to focus on cleaning up Austin. Lady Bird Lake is full of trash. Homeless are sleeping everywhere leaving HUGE amounts of trash around. Downtown is full of aggressive homeless people on drugs, urinating in public as well as having sex in the open. Graffiti is everywhere.
- The mayor is an idiot who doesn't represent all of the citizens of the city. As with most politicians today, he only supports his beliefs and attempts to downplay and put a negative spin on anything he does not personally agree with.
- The mayor is doing a great job He appears to care for all .
- The middle and lower income people need more affordable housing; property taxes need to be lowered and be more equitable.
- The monopoly on electricity is outrageously wrong.
- THE MUSIC CULTURE IN AUSTIN IS WHAT MAKES IT UNIQUE AND SPECIAL TO ME. WE MUST DO MORE TO PROTECT THIS INDUSTRY, HELP ITS VENUES/EMPLOYEES.

WE ARE OVERDUE FOR AN AUSTIN MUSEUM OF LIVE MUSIC TO SHOWCASE/PROMOTE THE VENUES.

- The need for quality affordable housing.
- The need to work with ICE on immigration issues.
- The new DRAINAGE FEE is a SECOND PROPERTY TAX. The increased financial burden on our household is over \$2,000 a year. We need to revert back to a flat fee. This new DRAINAGE FEE feels like another attempt to force life long Austinites out. Long time Austinites already complain about rising property taxes and property values making it harder to live here. But these new DRAINAGE FEES are coming out to be close or more than the property taxes now. This is ridiculous.
- The only reason I have changed my mind about living here until I die is knowing that it will keep getting even hotter over the next few decades. Some things you can't change.
- The only way to handle the growth is to go big and long-term with a major plan. Infrastructure is essential. There are twice as many residents as when I first became an Austinite and not one improvement has been completed in time to actually make a difference. Don't approve half solution plans that will be undersized by the time they are completed. One such effort that needs attention is our Public Transportation system, which is for all intents unusable. We need a true way of moving people between actual neighborhoods and around downtown that represents a well thought out system and respects our location (i.e. the fact that it's going to be very hot out.) This will cost more than anything we've done before but it can be done and it can be done well. Don't hedge the bet on Austin's future.
- The over emphasis on becoming a liberal bastion and the always increasing taxes to pay for liberal agenda items is making Austin less and less desirable. Which may be the ultimate end goal for most, but it is alienating your tax base and will eventually ruin this beautiful city. Additionally, forcing people out of their cars to use mass transit by way of awful traffic planning is wrong and misguided seeing as how the city layout is not conducive to the idea.
- The overall experience of affordable housing is far greater than just giving street people a place to live. The upside benefits people, community and our city.
- The permitting process has to be improved. It takes far too long to receive a permit.
- The plan to expand the highways in a more efficient manner. Traffic is getting worst and worst and the expansion is not operating fast enough.
- The police department has personally shown me in multiple occasions they are here to serve tickets not protect the people first which is part of their mission statement. To protect first and serve second.
- The police force is not actively engaged in the community in the South Lamar area. They do not respond in a timely manner and nothing is done when they do. They are very polite when they tell me they are willing to do nothing though. Drug trade is rampant in Zilker and at Austin High with little to no consequence. Telling a mother if we checked up on every person who might be selling drugs in the park we wouldn't have room in our jail is not a best practice for community relations. It's the entire communities job to protect our children from drugs at school and in our parks and the police force has abdicated that responsibility. In my experience.
- The poor and elderly are being very unserved. Utility rates are out of sight and there is no option for low rent for someone making less than \$15000. per year.

- The price of housing is causing the diversity in this city to drastically change. Soon, you will see a complete different city with the infrastructure the city is cultivating.
- THE QUALITY OF LIFE IN AUSTIN IS DEGRADING BECAUSE OF THE LACK OF COMPREHENSIVE PLAN TO ADDRESS THE HOMELESS EPIDEMIC TO FIX TRAFFIC/ROAD CONGESTION AND THE LACK OF HOME BUILDING
- THE RAPID GENTRIFICATION OF EAST CENTRAL AUSTIN IS DISPLACING TOO MANY PERSON OF COLOR, MANY JOBS FOR YOUNG ADULTS PAY TOO LITTLE FOR AFFORDABLE HOUSING
- The road infrastructure is very bad.
- The rush hour traffic on city highways and major city streets needs significant improvement. A better and more widespread public transportation train system would be great.
- THE STATE OF TRANSPORTATION IN AUSTIN IS TERRIBLE. IT SHOULD NOT TAKE ME OVER 30 MINUTES TO DRIVE 7 MILES HOME FROM WORK, ALONG WITH MINIMAL PUBLIC TRANSPORTATION OPTIONS. THIS, ALONG WITH PRICING OUT THE MIDDLE CLASS FAMILIES FROM AFFORDABLE HOUSING AND HEALTHCARE, WILL ALWAYS LIMIT AUSTIN'S PROGRESS TO BECOMING A MODERN CITY.
- THE TRAFFIC IS HORRIBLE. I MOVED NEAR ZILKER BECAUSE I LOVE THE PARK, YET WITH ACL FESTIVAL AND TRAIL OF LIGHTS, IT PREVENTS USE FROM SEPTEMBER TO CHRISTMAS.
- THE TRAFFIC ON THE MAJOR HIGHWAYS IS GETTING OUT OF HAND, AND BUILDING TOLL ROADS IS JUST A WAY FOR UPPER/MIDDLE CLASS RESIDENTS TO AVOID IT. IT DOESN'T SOLVE THE PROBLEM.
- THE TRANSIENT POPULATION DOWN HERE ON THE CAMPUS AREA KEEP OUR NEIGHBORHOOD TRASHY YEAR ROUND, AND SCARY.
- The transient population is seemingly out of control. It doesn't seem to be disciplined or monitored downtown or in the outskirts. It is a constant consideration to feel safe moving around Austin and is an embarrassment to our guests. It haunts at most traffic lights and costs the city too much to clean up after. It is a consideration to remaining a resident of this otherwise wonderful city. More publicity of the homeless programs may be the answer to educate me and the other tax payers. The population size of homeless, needy, and pan handlers must be dealt with.
- THE TRANSPORTATION DEPT. IS OUT OF CONTROL WITH WEIRD LANE CHANGE DOWNTOWN AND AWFUL CHANGES TO CITY HALL PARKING GARAGE. THESE NEED TO CHANGE TO BE MORE USER FRIENDLY.
- THE VANDEGRIFT HIGH SCHOOL / FOUR POINTS MIDDLE SCHOOL AREA NEEDS MORE ACCESS ROADS BECAUSE THERE IS A TREMENDOUS RISK THE WAY IT CURRENTLY STANDS.
- THE WATER CONSERVATION PROGRAM IS COOKIE CUTTER IN IS APPROACH TO CONSERVATIO
- THE WATERING RESTRICTIONS ARE STUPID. I KNOW BETTER THAN THE CITY ON WHICH DAY MY LAWN NEEDS WATERED. IF I REFRAIN ON MY DAY BECAUSE IT RAINED, WHY CAN'T I WATER ON A DIFFERENT DAY? NO WAY TO KNOW AHEAD OF TIME IF THE RAIN IS SUFFICIENT.

- THE WAY AUSTIN ENERGY CONDUCTS THEIR CHARGING LEVELS. MY WASTE WATER WAS SUPPOSE TO BE 20,000 GALLONS IN ONE MONTH I DON'T EVEN HAVE A YARD TO WATER! I CALLED AND ALL THEY WOULD DO IS PUT ME ON A PAYMENT PLAN. REFUSED TO ADDRESS THE ISSUE.
- THERE ARE CITIZENS LIVING HERE WHO WANT TO MAKE THIS CITY THE BEST IT CAN BE. STOP PANDERING TO THOSE WHO WOULD PAY TO LIVE IN A HIGH RISE THAT SITS ATOP HISTORY AND LEAVES LOW-INCOME FOLKS WITHOUT A HOME.
- THERE ARE MANY THINGS I'D LIKE TO SHARE, BUT I THINK LOWER INCOME FAMILIES BEING PUSHED OUT FROM EAST AUSTIN FOR DEVELOPMENT IS #1 HOUSING NEEDS TO BE AFFORDABLE, ESPECIALLY WITH HOW MANY HOMELESS PEOPLE WE HAVE WHO NEED A HOME
- There are no evidence based mental health services (<http://effectivechildtherapy.org>) for children and A LOT of guns in this town. This should concern every Austin citizen, especially parents whose children go to (public or private) school with these troubled children. ATCIC and local mental health authorities do not provide best practice. Foster children are in crisis. There is a direct pipeline from foster care to homelessness, sex trafficking, substance abuse, and jail. These troubled adults were all traumatized children who have been failed by their families and their governments. ...the moral test of government is how that government treats those who are in the dawn of life, the children; those who are in the twilight of life, the elderly; those who are in the shadows of life; the sick, the needy and the handicapped.
- There are only 2 genders. Male and female. I think our Mayor and Council are awful. Sanctuary cities are a disgrace to the law. It's way past time to round up criminals and get them out of here. Very dissatisfied with the job our Mayor and Council do and hope that they aren't working for us much longer. They are making our community dangerous. Very dissatisfied with the spending and waste for pet projects. Will be campaigning hard against that rat pack.
- There are other areas of Austin needing attention, not just downtown. Central East Austin and West Austin need more planning to grow smarter.
- THERE IS A COMMUNITY OF TINY HOUSES FOR THE HOMELESS. WHY ISN'T THERE A COMMUNITY OF TINY HOUSES FOR SENIORS?
- There is a large gap between the haves and the have-nots.
- THERE IS NO SAFE BIKE ROUTE BETWEEN THE UNIVERSITY AND THE RIVER (I.E. N-S THROUGH DOWNTOWN). ALL THE ROADS WITH REASONABLE BIKE OR BIKE/BUS LANES ARE BADLY IN NEED OF RESURFACING. AS THEY ARE, LARGE HOLES AND STEEP HILLS ARE READY TO SEND A CYCLIST UNDER THE WHEELS OF A BUS.
- THERE NEEDS TO BE MORE AFFORDABLE HOUSING.
- THERE NEEDS TO BE MORE AND BETTER AFFORDABLE HOUSING OPTIONS THAT ARE AVAILABLE TO \$40K/YEAR SALARIES NOT JUST FAMILIES INDIVIDUALS WHO WORK IN TECH INDUSTRIES,THE SKY ROCKETING HOUSING IS OUTRAGEOUS.
- There needs to be more emphasis on transportation other than people driving their cars. Better and safer bike lanes, more sidewalks, covered shelters at bus stops, more buses, and a new train system. If my brother (who is in a wheel chair) can't get around without serious difficulty in the capital of Texas, there is a serious problem! Focusing on better, safer bike lanes, sidewalks and public transit benefits some of the most vulnerable members of the community. It also normalizes

healthy behaviors (walking, riding bikes) instead of jumping into your car. It could also help build stronger communities.

- There needs to be more regulation of the traffics laws which would make the flow of traffic more effective and safe. The laws are there to help traffic flow but if they aren't enforced, it doesn't work.
- There really needs to be more surveillance on the streets for these drug dealers that sell from their apt and make it known by neighbors....
- There's a concern with the growth of the economic gap in the city and the growth of the militarized policing as a result of people's unfounded fears.
- These utility bills are growing too rapidly, please invest in our energy production or come up with more rebates for solar to help lower our bills
- THEY WERE EXTREMELY HELPFUL WHEN I MOVED HERE AFTER KATRINA, AND I AM VERY GRATEFUL.
- THINK YOU ARE GOING IN THE RIGHT DIRECTION,BUT MUCH MORE NEEDS TO BE DONE TO SUPPORT LOW-INCOME PEOPLE WITH DISABILITY,ELDERS TO OFFER AFFORDABLE SAFE OPTIONS.
- This is not a very child friendly city. the city cares more about DOGS
- THIS SHOULD HAVE BEEN DONE ON-LINE TO SAVE PAPER INK AND POSTAGE.
- TO BEGIN PLANNING ON IMPROVING I-35 AND OTHER MAJOR HWYS, I LIKE THE MOPAC EXPANSION & 183 THAT ARE TAKING PLACE
- TO MAKE PEACE AND MAKE THIS WORLD BETTER AND THAT WE ALL CAN GET ALONG WITH EACH OTHER.
- To many homeless people on the street. Plus families with kids need assistance and none giving. In stead the wrong people are getting assistance.
- TO PRESERVE THE LOCAL NEIGHBORHOOD ZONING. WE SEE TOO MANY OLD HOUSES AND TREES BEING REPLACED BY BOXES!
- TO QUIT FIGHTING OUR PRESIDENT, THE MAYOR IS DEFINITELY ON THE LIBERAL TRACK
- To quit giving away money to companies that don't need it.
- Tolls
- Tone down the code enforcement folks. They are not cops!
- TOO MANY APARTMENTS ARE BEING BUILT.
- TOO MANY EVENTS AND FESTIVALS THAT DRAW PEOPLE FROM OTHER STATES. OUR CITY CAN'T HANDLE IT. WE NEED BETTER INFRASTRUCTURE AND HOSING PRICES COST TO LIVE IN CITY ARE TOO MUCH.
- Too many liberals are ruining this city!!
- too many lights on loop 360
- TOO MANY PANDERING TO MINORITY GROUPS/SPECIAL INTEREST THAT REPRESENT LESS THAN 8% OF THE POPULATION OF AUSTIN. WHAT ABOUT THE RES OF US?
- Too much money spent on bike lanes. Not enough affordable housing. Too difficult to work with city on permits for residential and commercial. We need less government control in this area

- TOO MUCH SPEEDING ON MAJOR HIGHWAYS. SHOULD IMPROVE TRANSPORTATION IN REMOTE AREAS. POOR STREET LIGHTS IN SUBURBS.
- Too much traffic!! Too much development with inadequate parking and traffic accommodations. Too many people moving here for infrastructure! Too many bike lanes - very few bikers use them! Austin needs to stay blue and not turn red like the state govt!! We should be a sanctuary city and no bathroom bill!
- too strict on imperious cover, makes logically sense we have 3/4 of acre in Austin and we can't add more than 2250 sq ft
- traffic
- Traffic !
- TRAFFIC & TRAFFIC LIGHTS. QUIT BUILDING WHERE IT'S CONGESTED TRAFFIC AND PUTTING APARTMENTS UP & NOWHERE FOR CARS TO GET OUT!!
- TRAFFIC ACCESS
- TRAFFIC AND CLEANLINESS OF OUR BEAUTIFUL CITY
- traffic and traffic enforcement
- TRAFFIC CONGESTION
- TRAFFIC CONGESTION AND SAFETY. I SEE TOO MANY RED LIGHT VIOLATIONS AT HIGH SPEED.
- TRAFFIC CONGESTION ON ALL MAJOR STREETS AND HIGHWAYS IS BECOMING UNBEARABLE
- Traffic congestion.
- Traffic congestion; lack of flow of traffic ruining the Austin I grew up in.
- TRAFFIC ENFORCEMENT IN THIS CITY IS NONEXISTENT, I AM ALMOST RUN OVER FOR DRIVING THE SPEED LIMIT, I DRIVE ON LAMAR, WESTGATE, AND 5TH/6TH ST, HORRIBLE SPEEDING, NO TURN SIGNALS, DANGER HELP
- traffic flow
- TRAFFIC FLOW IS TERRIBLE!!
- traffic flow. 18 wheeler need to use toll road for free
- Traffic flow. Move services out of downtown(Gov. Services)
- traffic has reduced quality of life
- TRAFFIC HORRIBLE
- traffic improvement needed
- TRAFFIC IN AUSTIN HAS BECOME UNBEARABLE IN DESTROYING THE QUALITY OF LIFE THIS CITY ALSO MIDDLE AND LOWER CLASS PERSONS CAN NO LONGER AFFORD TO LIVE IN THIS CITY

- TRAFFIC IS A BIG PROBLEM, CONGESTION, I KNOW THAT THIS IS NOT A CITY ONLY FIX BUT WE MAY HAVE TO MOVE FROM AUSTIN IN RETIREMENT BECAUSE OF PROPERTY TAXES
- Traffic is a disaster.
- TRAFFIC IS A MAJOR ISSUE CAUSES LUDICROUS COMMUTE TIMES.
- TRAFFIC IS A TREMENDOUS PROBLEM AS YOU KNOW. PROPERTY TAXES ARE OUT OF SIGHT. THESE ISSUES EFFECT MY HOUSEHOLD.
- Traffic is an obvious problem and the current repairs on streets are horrible. Numerous potholes and warped paving. Manor, Airport, etc. Attention needs to be given to ongoing maintenance. Luckily we live in the central core and are less affected by rush hour. However, at some point, this will detract from business development. Part of the problem is affordable housing in the central core and like other cities is to be expected. I would like to have a town hall with Kathy Tovo periodically to discuss these issues. In the Mueller community this would work well and probably needs to be done by zip code, because concerns will differ in her precinct. Ken Cauthern
- Traffic is awful
- TRAFFIC IS AWFUL
- traffic is awful and all of the tolls are insanely pricey so no one uses them. I know we need cash for expanding our infrastructure but more and more people are moving here and they should help provide some of the funding. I see empty lanes on toll roads all the time with crazy traffic jams on the regular lanes. I suspect if you reduced how much those tolls were then people would be willing to pay them more often.
- TRAFFIC IS HARMING THE AUSTIN WAY OF LIFE. I HOPE WE CAN WRANGLE THE ISSUE TOGETHER ALONG WITH THE AUSTIN METRO AREA.
- Traffic is ridiculous....especially this mopac project.
- Traffic is terrible and proposed solutions inadequate. Bike lanes are not the answer. Neither are toll roads.
- Traffic is terrible. You all should have planned for the growth! And to be building office buildings and residential downtown with no parking is disgraceful. Just because you wish people not to own cars does not make it so. You are just going to make the situation worse. Also, the mayor is very smug.
- Traffic is the number one pinpoint about living in this city. I know multiple people that have moved and listed traffic as one of the factors.
- Traffic is the worst issue - though there are visible improvements underway they appear to progress extremely slowly and only on certain congested spots
- TRAFFIC ISSUES!
- Traffic law enforcement on MLK near campus and better protection for bike lanes near campus. Ie: cars driving/parking in bike lanes. Keeping west campus clean.
- Traffic laws should be enforced, so many people drive with there cell phones and drunk drivers .
- traffic lights are too long 2 minutes is too long to wait on a light go to sleep and leave gaps in the flow 45 sec to 1 min is max attention span. at times (not rush hours) I sit for 1-2 minutes with no traffic

- Traffic major issue. Limited bus service. Closest bus stop over 1 mile away and only come 1 hourly and does not go into town. Have to transfer to go most places including hospitals or medical offices
- TRAFFIC NEEDS HELP. HIGHWAY 45 WILL MAKE MOPAC WORSE. MANY STATE LAWS ARE BAD.
- Traffic nightmare, get rid of graffiti.
- TRAFFIC ON I-35, MOPAC, EAST AND WEST STREETS
- Traffic on roadways need immediate remedies. Not more bike lanes. Ban semis from I-35 in town.
- traffic problem
- Traffic situation is out of control during rush hour.
- Traffic solutions to match the ridiculous growth
- Traffic sucks
- TRAFFIC SUCKS!
- traffic sucks, no plan to resolve (for example mopac/360 183 intersection between 4 and 7, and 620, and cost of living for housing especially entry level housing driving first time buyers to kyle and buda.
- TRAFFIC!
- TRAFFIC!
- Traffic! Help!
- TRAFFIC!! TOO MANY CYCLISTS. I HAVE LIVED HERE SINCE 1980 WHEN AUSTIN USED TO BE A GREAT PLACE TO LIVE. NOW I CAN'T WAIT TO RETIRE AND GET OUT!
- TRAFFIC, COMMON SPACES, ROADS NEED TO BE IMPROVED
- Traffic, crossing for children that are walking or biking.
- TRAFFIC, ENCOURAGING BUSINESSES AND RESIDENTS TO RELOCATE TO AUSTIN WITHOUT A REALISTIC PLAN TO ACCOMMODATE THEM IS FAILURE ON BASIS PRINCIPALS OF GOVERNANCE
- Traffic, Property taxes
- Traffic/congestions keeps me from doing what I want to do in the city and with friends
- transit
- Transit is most important need
- Transparency from the government, in times like these where corruption is at the forefront of everyone's minds. We have the right to know how you conduct your proceedings and the state of affairs.
- transportation
- TRANSPORTATION
- transportation and affordability
- TRANSPORTATION INFRASTRUCTURE.
- TRANSPORTATION POOLING ETC.
- transportation, traffic, street conditions, lack of public transportation
- Tree trimming is horrible, butchers.

- Trim the trees at Sprinkle cut off next to Samsung. It is unsafe.
- Try to keep property taxes fair.
- Trying to communicate with the city council is harder than dealing with Time Warner.
- TX Tag is unfair and the billing is a menace to us all. How long do we have to keep paying these unfair road taxes. we paid for these roads. And now we pay forever in taxes.. lets take em back for the city.
- Unmoved medians are a hazard. They limit sight distance for turning vehicles. One example is E Parmer Ln, a high-traffic, high speed-limit road with plenty of undeveloped land and overgrown ditches, the road divided by a grassy overgrown median as well.
- UPGRADE CITY STREETS, HIGHWAYS INFRASTRUCTURE TO SUPPORT POPULATION GROWTH. BETTER BIKE LANES THAT DON'T INTERFERE WITH TRAFFIC FLOW
- Use community service people to pick up all the trash
- VERY PROUD OF OUR MAYOR FOR STANDING UP TO THE GOVERNOR AND STATE LEGISLATURE REGARDING SANCTUARY CITY POLICIES, TREE ORDINANCE, LGBT ISSUES, ETC.
- VERY STARTLING AND DISAPPOINTING HOW MUCH MORE DIVERSE OTHER TEXAS CITIES ARE THAN AUSTIN.
- Visit and walk around areas here, in Austin that needs updating in regards to safety, health, and educating the youth programs, and talking to people face to face on what they with like to see, or have here in Austin to make it a better place for, individual's, families, and life for those planning on making Austin home.
- VOTING ON POLITICAL MATTERS BASED ON PARTY IS A SHOW OF MENTAL COWARDICE. DO WHAT IS RIGHT ACCORDING TO YOUR BELIEFS AND NOT BECAUSE OF WHAT THE PARTY SAYS.
- WAKE UP BE THERE FOR THE MIDDLE CLASS.
- WALKING AROUND TOWN IS VERY FRUSTRATING AS SIDEWALKS NOT DEPENDABLE.
- waller Creek project by boathouse has been in repair longer than it took to build Please don't use our tax dollars to fight State Laws against sanctuary cities
- WASTE WATER COST IS VERY HIGH.
- Wastewater service fees and property taxes are ridiculously high.
- water and wastewater rates are too expensive. Make Austin affordable
- water cost are out of control.
- WATER QUALITY FOR DRINKING IS ESSENTIAL. PUBLIC TRANSPORTATION TRAIN/SUBWAY WILL SOON BE ESSENTIAL
- WATER RATES ARE HIGH! PLEASE SET RATES TO REFLECT ACTUAL COST AND NOT TO FORCE CONSERVATION.
- Water should not have fluoride.
- WE ALSO NEED TO BUILD AFFORDABLE STUDIO SPACE FOR ARTIST NOT JUST MUSICIANS.
- WE ARE A MIDDLE CLASS FAMILY. BOTH WORK. IT IS DIFFICULT TO KNOW WE MAY NOT BE ABLE TO AFFORD A HOUSE IN A AREA WE LIKE.

- WE ARE BLDG MORE HOMES BUT NOT ENOUGH ROADS, STILL WAITING FOR SLAUGHTER LANE TO BE FINISHED BEEN WAITING 10 YEARS
- WE ARE LOSING GOOD PEOPLE BECAUSE OF RISING HOUSING COSTS AND TRAFFIC.
- We are new residents of Austin and so we are still learning what is offered within the community. There seem to be a lot of services but there is no outreach program that I am aware of. It would be helpful to let people know what is offered via a newsletter sent to the homes, emails, etc. Thanks Martha
- We are pricing out diversity, whether ethnicity or socioeconomic in this town. We are slowly, insidiously segregating. We must decide now what Austin we want in the future. If we support segregation we will get it and I do not want it.
- WE ARE THE MOST SEGREGATED CITIES. WE NEED TO FACE THAT TALK ABOUT THAT ADDRESS THAT WE ABANDONED DESEGREGATION AND WE PAID A HEAVY PRICE FOR THAT.
- we do not need to change our restrooms, focus on Austin traffic so we do not have to drive 2 1/2 hrs. a day just to go to work, let more people in Austin work remote, promote that
- WE HATE THE NEW SPEED BUMPS, THE PERMITTING PROCESS IN AUSTINS SUCKS!!
- We have a HUGE homeless problem. Not just downtown - everywhere!! I am afraid driving through the intersections coming out of my neighborhood. There is homeless trash EVERYWHERE! I know y'all try to keep up downtown, but north central Austin is a huge mess - homeless camps and trash everywhere. And the homeless are getting pretty aggressive. This morning I had a guy basically humping my car at a stop light. That really crosses a line. I try to cut them all some slack, but ... Damn
- We have been in our home for 20 years. In that time, we have seen prices skyrocket for homes in our area. Our property taxes are forcing us to change our plan of living in this house forever. We cannot afford it now and will be leaving Austin as soon as our child graduates from high school. We are very sad about this, but our taxes go up every year by hundreds of dollars. Soon, no one will be in our neighborhood but the Cali transplants who think paying just under a million dollars is a steal for a 50 year old home with old pipes and foundation problems. All of the original residents have left and the second wave has already started to go. People love their homes, they want to stay there, but they cannot afford it. :(What can be done?
- We have been trying to get our neighborhood attended to and the City is making it difficult. We've had an abandoned house for the 17 years I've lived here; we have a vagrant community st the railroad tracks; and we have desperately been trying to keep businesses and apartments out. Who is in our side??? We are not informed when meeting times get changed, and I feel no one is our advocate. Why fight us? We're your neighbors and we want a safe, quiet place to live.
- We have enough libraries, parks, and bicycle lanes. Quit proposing regulation and ideas that raise property taxes. There should be ABSOLUTELY no need in raising property taxes with the number of people that move to Austin on a yearly basis. If the city council can't figure out how to budget the city shouldn't suffer for it. My family and I are looking a 5 to 10 year plan to move from Austin because we may not be able to afford Austin. I've been in this city longer than most of the council members and that's a real shame.

- WE HAVE GOT TO FIND A SOLUTION TO TRAFFIC. IT IS THE ONE THING THAT MIGHT DRIVE ME OUT OF THIS CITY. PLEASE TELL THE CITY MANAGER AND NOT JUST THE MAYOR.
- We have to control housing costs.
- WE HAVE TO HAVE MASS TRANSIT & IN ORDER TO HAVE MASS TRANSIT YOU NEED DENSITY. DENSITY ISN'T THE ISSUE WITH PEOPLE IT IS HOW IT IS DESIGNED.
- We love Austin, the only thing that keeps my husband and I from thinking we can live here for the rest of our lives is the quality of the public education system. If we have children we would want a better education for them.
- WE LOVE LIVING AND WORKING IN AUSTIN. WE EXPLORE DOWNTOWN AND EAST AUSTIN ALL THE TIME WITH OUR KIDS.
- We loved Austin when we arrived in 2006. The entire feel of the city has changed, and we came from a larger city. We will not retire in Austin due to cost increasing and services declining.
- WE MUST BUILD A NETWORK OF GRADE-SEPARATED PASSENGER TRAINS. BUSES ARE NOT A SOLUTION; THEY'RE STUCK IN THE SAME TRAFFIC! BUILD IT IN THE CORRECT PLACE (LAMAR/GUADALUPE) AND PEOPLE WILL VOTE FOR IT.
- We must control city population growth. We don't have the resources to support it. We're also losing the best of Austin--greenspace, affordable housing, a sense of community.
- We must have parking available downtown.
- We need low income home
- WE NEED A BETTER TRANSPORTATION SYSTEM - A COMBINATION OF TRAINS AND BUSES. THERE ARE GOOD PARK-N-RIDE LOTS BUT MORE IS NEEDED WITH SAFETY IN MIND. BETTER SCHEDULING WITH CAP METRO, LESS TRANSFERS. THE NIGHT OF THE FIREWORKS, I TOOK BUS 801 TO PARK-N-RIDE, HAD TO PEDICAB TO LAVACA.
- We need a better transportation system. I work for the government and travel a lot around town for work and I typically spend 3-4 hours of my work day stuck in traffic! I've lived in Austin for 16 years and I've never seen it this bad. It doesn't matter where you are or what time of day it is, there's traffic.
- WE NEED A COMPREHENSIVE PUBLIC TRANSIT SYSTEM TODAY. DESIGNATE MORE DEDICATED BUS LANES AND INCREASE THE NUMBER OF ROUTES AND FREQUENCY.
- WE NEED A METRO-STYLE PUBLIC TRANSPORTATION SYSTEM IF WE ARE TO HAVE TRANSPORTATION TO MATCH OUR GROWTH. PLUS, GROWTH IS NOT ALWAYS THE BEST WAY TO IMPROVE OUR CITY. PLACE QUALITY ABOVE QUANTITY.
- We need a park in North Austin.
- We need a rail service, you have to step into the 21st century.
- WE NEED AFFORDABLE HOUSING ; TRAFFIC IS HORRIBLE AND NEEDS TO BE FIXED!
- We need affordable housing, child care and a livable minimum wage badly.

- We need hazardous waste and recycling center available in North Austin and also available/open on weekends and evenings. Todd Lane and hours only M-F are not acceptable for people who work and live north. Bring a truck out on alternate Saturdays for drop-off locally!
- We need infrastructure to support rapid growth
- WE NEED MASS TRANSIT THAT WORKS.
- we need metro access to this community because WE DO NOT DRIVE and we use this transportation, to come Metro Access to this community. Thank you
- WE NEED MORE AFFORDABLE HOUSING AND HIGHER MINIMUM WAGE. THE COST OF LIVING HERE IS FORCING OUT ANYONE WHO DOESN'T WORK AT YOUR PRECIOUS TECH COMPANIES. AND CAN WE HAVE SOME DECENT PUBLIC TRANSPORTATION?
- We need more affordable housing for low to moderate income families/individuals. I find myself continually being priced out of living in a city that I love. I grew up here and would to stay here, but it looks like I will not be able to raise my child here or retire here because of the increase in rent and/or buying a home. Saving for a down payment has been hard because rent continues to rise. Raising a child on one income is hard enough and trying to save for a place to buy so my child will grow-up in the same community looks like a distant dream. Soon, I will have to say goodbye to the city I grew up in, educated in (K-College), and fell in love with.
- We need more housing for the middle folks. There is a growing number of people who make too much to qualify for low income assistance but don't make enough to comfortably live without taking away from saving habits or other necessities.
- We need more parking spaces for ABIA.
- WE NEED RENT CONTROL, TRAFFIC IS A NIGHTMARE
- We need to address police brutality within the police force. I shouldn't be afraid to leave my house or drive, as a resident of Austin or a citizen of the USA.
- We need to be more cutting edge in our approach to traffic, zoning, and affordability.
- We need to be more far sighted in planning infrastructure for a rapidly growing city. Providing better transportation (especially public transit), water resources, and other basic services. I worry about the rapid increase in housing costs, the lack available affordable housing within the city limits, homeless people on every corner, food deserts in low income communities. We are at a tipping point in Austin, with such amazing growth from new businesses, that we have a wonderful opportunity to address basic needs. It's time to look down the road, not just toward the next crisis.
- We need to focus on affordability, of housing, utilities, healthcare and childcare: I feel priced out of Austin even though I suppose I'm middle income.
- We need to have more accessible and expansive public transit.
- We need to improve all our streets, both residential, major, and highways, to improve Austin traffic and commuting.
- WE NEED TO KEEP AUSTIN AFFORDABLE FOR ALL SO WE CAN BENEFIT FROM THAT DIVERSITY.
- We need to manage growth better.
- We need to plan more for the future regarding transportation

- We need to prioritize working against the gentrification of East Austin, against SB4, towards conservation, and prioritize listening to the voices of people (especially women) of color who experience racism and discrimination, which includes actually putting what they say into action.
- We need to recognize that we will never build our way to affordable housing- new construction always raises rents, never lowers them, and if we want a diverse and vibrant city (and we do!) we need to actively mandate or promote the construction and preservation of affordable units.
- We need to slow down and catch up with ourselves. The area is reaching unaffordability even for those making a decent living. I've been here 36 years, have served as an Austin ambassador, but am looking at leaving in 3 years when our last child leaves for college.
- WE NEED TO STRENUOUSLY ENFORCE TRAFFIC SIGNALS. TOO MANY RED LIGHT VIOLATIONS. YELLOW LIGHTS DO NOT MEAN SPEED UP!GET RED LIGHT CAMERAS.
- WE NEED TRAFFIC SOLUTIONS.
- We should be a sanctuary city. Improve public transit
- we should not be a sanctuary city. Immigrants going through legal channels to get here is not racist or discriminatory. Part of ensuring the safety of legal citizens is making sure the people that are here got here legally.
- WE SHOULD NOT LET THE MONEY CONTROL WHO CAN LIVE HERE AND WHO CAN'T. KEEP AUSTIN AFFORDABLE.
- WE SPEND VERY LITTLE TIME IN AUSTIN BECAUSE OF TRAFFIC AND THE HASSELL, EVERYTHING IS CROWDED OR TOO DIFFICULT TO GET TO, WE RENT A CONDO FOR BUSINESS WHEN IN TOWN
- We travel and visit many cities around the country and internationally. This is still our favorite city.
- We use to be Texas Friendly-use to wave when merged in traffic A very clean city-DON'T Mess with Texas - our highways are embarrassing panhandlers non existent
- WE WERE PROMISED GREYWATER TO WATER YARDS IN 2005 STILL HAVE NOT GOTTEN IT, POOR WHITE PEOPLE SHOULD HAVE EQUAL ACCESS TO SERVICE
- WEEKLY RECYCLE PICK-UP, EVERY 2 WEEKS NOT ENOUGH. WE NEED BETTER PUBLIC TRANSPORTATION.
- We're losing our weirdness to commercialization and the increasing cost to live here. We're losing students and teachers because they can't afford to live here anymore. We need more funding for education and more affordable housing!
- WEST CAMPUS DEVELOPMENT IS OUT OF CONTROL. IT'S ALL LUXURY HOUSING, SO NO BENEFIT TO ANYONE WHO DOESN'T HAVE RICH PARENTS BANKROLLING THEIR COLLEGE HOUSING. PRICES ARE OUTRAGEOUS & CONSTANT CONSTRUCTION IS MISERABLE.
- We've been growing rapidly for awhile now. Let's encourage bikes and public transportation by prioritizing them (improving and supporting them) over vehicle traffic, which is a major problem and only getting worse. Let's not let the property developers run away with the city and obliterate it's identity. Let's make the education system a matter of pride by equalizing the quality of education and programs, and not one of concern by quibbling over budgets.

- WHAT ARE YOU GOING TO DO TO IMPROVE TRAFFIC CONDITIONS, WHAT ARE YOU GOING TO DO ABOUT COPS KILLING INNOCENT PEOPLE
- WHAT CAN WE DO ABOUT WATER/WASTEWATER COSTS
- What good does it do for anyone to fill out these questions. Nothing ever gets done. We have 1 lane off 183 going into I-35 & 1 lane coming from downtown on I-35 & going on 183. Do you wonder why people are frustrated???? The city never plans for growth. The big wigs always think they are correct & we the public don't know anything.
- WHATEVER HAPPENED TO CONTROLLED GROWTH?
- When planning the city we have to make space for art. I work with the theatre community and we have lost several spaces around town. Most places left are booked through 2018. When trying to work with local businesses, they charge crazy fees to rent their space. New buildings should have to offer artistic space along with space for businesses.
- WHEN YOU SET OUT TO EXPLAIN WHAT YOU ARE DOING DO NOT MISREPRESENT OF YOUR DOCTRINE BUT RATHER ANY THE PEOPLE YOU SERVE. DON'T LIE TO US.
- WHILE AFFORDABLE HOUSING (THE LACK THEREOF) IS THE MOST OBVIOUS ISSUE THAT NEEDS TO BE TACKLED, SINCE I MOVED HERE, I HAVE NEVER EXPERIENCED CONSISTENT POOL (FREE) SERVICES AT OUR NEIGHBORHOOD POOL, SHIPE. OTHE LOCAL POOLS HAVE BEEN LACKING DUE TO INADEQUATE STAFFING & OLD EQUIPMENT. THIS IS AUSTIN, TX NOT FLINT, MICHIGAN
- WHOEVER MAKES DECISIONS ABOUT TRAFFIC SIGNALS IS A TOTAL RETARD. LEFT TURN ARROWS SHOULD BE BANNED
- Why are my ethnic groups interest ignored?(Caucasian)
- Why are so many perfectly good city streets allowed to be torn up by contractors, who then do not return them to the same condition they were before doing their work? After such work, all over the city, so many streets are nearly like streets you'd expect to drive in a third world country. Try cruising around Powell Circle in south Austin to experience a prime example. The Streets Department is completely negligent in their enforcing their demands that contractors must return streets to their original condition after performing work. It's a disgrace. I have to get in a second comment: get rid of this ridiculous short term rental nonsense. Time after time after time after time - for years - we've had to call 3-1-1 in the middle of the night to complain about noise from a neighbor who rents out his duplex and nothing ever changes. If I wanted to live behind a hotel I wouldn't have bought a house in this neighborhood.
- WHY ARE THE BUS STOPS NOT MORE MODIFIED FOR USERS? COVERS TO BLOCK THE SUN AND BENCHES TO SIT ON.
- why are you allowing so many condo and apartment buildings to be built downtown, but not improve the highways and roads throughout the Austin area ? I feel the roads in the city and all the highways are 20 years behind and are going to continue to fall even further with population growing at a crazy rate !!!
- Why are you in agreement with making our city suffer and bringing back racism?
- Why did you build the \$200M Library ? I still can't get the books I want to read. I have no desire to commute to a beautiful downtown edifice and drink a \$5 Starbucks coffee when I can't get the book I want to read. That money would have been much better spent on getting more reading materials and making them electronically available so I can lie in my hammock drinking a 5 cent

lemonade and reading what I want to read because it is easily electronically available. This is just one example of the way CoA is out-of-touch with the working tax-paying citizen. We don't want a Library Palace for \$200 million...we want access to reading materials...!

- Why does it take so long to have a permit to create jobs?
- Why don't you care! Too many things to write. Just to mention a couple here: Teachers are not held accountable! Because AISD is struggling, many residents are now sending their kids to charter schools where there is more accountability and expectations. The roads are joke! Lets not even discuss that. The recreation centers need more funding. It is sad when you go see your kids play sports and the bleachers are all broken and dangerous. I guess the city is waiting for a law suit before they repair or replace. Again, too many issues to discuss...
- WHY HASN'T THE CITY PURSUED A QUIET ZONE ALONG 5TH ST.
- WHY IS A TOLL ROAD ON MOPAC THE SOLUTION? I'M PAYING TAXES 101 IS FOR ROADS AND NOW I HAVE TO PAY ON TOP OF THAT.
- widen Brodie Lane and upkeep as needed (paving)
- With increasing traffic in the roads and in neighborhoods I would like to see more enforcement of speed limits .
- WITH ONE OF THE HIGHEST PROPERTY TAXES IN THE STATE, AUSTIN HAS THE WORST TRAFFIC. THERE HAS NOT BEEN A SINGLE ROAD CONSTRUCTION PROJECT THAT IS FREE TO CITIZENS IN THE LAST 16 YEARS. COMPARED TO OTHER CITIES, AUSTIN HAS THE LEAST AMOUNT (MILES PER CAPITA) OF FREEWAY IN THE STATE. THE CITY COUNCIL AND THE PREVIOUS ONE HAS RUINED THE BEAUTY OF THE CITY BY ALLOWING COMMERCIALIZATION OF THE LANDSCAPE.
- WITH THE CITY GROWTH, RESIDENTIAL BLDG PERMIT PROCESS SHOULD GET MORE STREAMLINED
- With the recent increases in home values, the property tax exemption needs to be bumped up to 8-10%. Homeless population needs dealing with. ARC needs to be moved east.
- Without affordable housing, people will be pushed out of this city.
- WORK NEEDS TO BE DONE ON ROADS,HIGHWAYS AND FREEWAYS AND LESS ON SOCIAL ISSUES.
- Work on improving traffic. I'm not sure more roads and traffic lights are always good.
- Work on more equality across Austin , making sure East Austin and all neighborhoods have a great quality of life, safety, good treatment by police, etc.
- WORK ON TRAFFIC FLOW AND AFFORDABLE HOUSING.
- Work on traffic!
- WORK WITH THE METRO TO EXPAND BUS SHUTTLE SERVICES IN DOWNTOWN AUSTIN. TRAFFIC CONGESTION AND LIMITED PARKING MAKE LIVING IN DOWNTOWN AUSTIN UNPLEASANT.
- Working people need affordable housing, too much emphasis on homeless, non-working residents.
- WORKING WITH YOUR PERMITTING DEPT IS A NIGHTMARE, CITY OF AUSTIN SHOULD NOT HAVE THE AUTHORITY TO REQUIRE THE CURRENT HOMEOWNER TO FIX PERMITS TAKEN OUT OR CONSTRUCTION DONE ON HOME, 40 YRS AGO

HOMEOWNER SHOULD ONLY BE REQUIRE TO OBTAIN PERMIT FOR WORK THEY PLAN TO DO OR HAVE DONE

- worse traffic is there and solution
- would like to see more training and openness to how to work with/communicate with/relate to Deaf people in Austin
- Would like to thank the mayor for his commitment on climate change.
- YOU ARE DOING A GOOD JOB
- YOU ARE VERY VISIBLE AND HAVE OUR INTEREST AT HEART. KEEP DOING WHAT YOU ARE DOING.
- You can't make affordable housing by subsidy.
- YOU MUST DO SOMETHING CONSTRUCTIVE TO DEAL WITH THE TRAFFIC PROBLEM IN AUSTIN. CONVERTING TRAVEL LANES TO BIKE LANES IS NOT THE ANSWER. IT IS WISHFUL THINKING THAT GETS NOWHERE.
- You need more housing options for felons. There is a halfway house in delvalley and no where for the people living there to go except the streets. And the few apartments that do except felons are crappy and the land lords don't do anything to keep them up.
- You put bike lanes on streets where no one rides bikes in the streets; you put toll lanes on roads that already are paid for; you keep approving the building of high density buildings (apartments/office buildings) when we can't support the existing traffic and utility needs; it seems common sense has left the building.
- You to need to pay teachers better. This city is too expensive to live in on the salaries that teachers are getting paid. Austin Electric company is a monopoly who treats their customers terrible. My \$200 deposit is being held hostage by the company over rules that only the company has access to.
- You will never make everyone happy, so do what's best for the future.
- ZONING IN THE EAST AUSTIN AREA/PROPERTY TAXES (SAVES THESE PEOPLE HOMES) POLICE ETHICS

City of Austin

Community Survey

Appendix B –

Cross-Tabular Data by District

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

September 2017



Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1-1. City of Austin as a place to live</u>											
Very satisfied	25.5%	26.3%	32.0%	24.4%	25.3%	30.3%	31.4%	28.0%	34.6%	32.2%	29.1%
Satisfied	47.0%	40.9%	49.5%	54.2%	52.0%	46.1%	50.0%	54.5%	46.3%	49.4%	49.1%
Neutral	15.5%	15.7%	10.7%	9.0%	12.7%	12.7%	11.8%	10.2%	8.7%	10.6%	11.6%
Dissatisfied	10.0%	13.1%	4.9%	8.0%	6.3%	7.9%	5.9%	6.1%	7.4%	6.3%	7.5%
Very dissatisfied	2.0%	4.0%	2.9%	4.5%	3.6%	3.1%	1.0%	1.2%	3.0%	1.6%	2.6%
 <u>Q1-2. City of Austin as a place to raise children</u>											
Very satisfied	14.6%	23.7%	25.0%	14.1%	21.3%	29.0%	25.3%	32.6%	31.3%	31.0%	25.3%
Satisfied	43.3%	34.6%	32.1%	44.2%	43.1%	43.5%	45.1%	46.3%	39.2%	39.5%	41.3%
Neutral	26.2%	26.3%	33.3%	27.6%	27.6%	21.0%	19.8%	14.7%	19.9%	19.5%	23.1%
Dissatisfied	10.4%	10.3%	7.1%	11.5%	5.7%	4.5%	8.6%	4.1%	4.8%	8.6%	7.4%
Very dissatisfied	5.5%	5.1%	2.6%	2.6%	2.3%	2.0%	1.2%	2.3%	4.8%	1.4%	2.9%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1-3. City of Austin as a place to work</u>											
Very satisfied	23.0%	27.6%	25.9%	24.7%	24.0%	33.2%	29.3%	29.7%	33.2%	28.3%	28.0%
Satisfied	48.0%	39.1%	46.8%	44.4%	51.2%	47.7%	50.5%	48.3%	43.2%	51.0%	47.2%
Neutral	20.5%	21.4%	17.4%	20.7%	17.5%	13.1%	12.6%	13.1%	15.5%	15.0%	16.5%
Dissatisfied	7.0%	7.8%	8.5%	6.6%	6.5%	3.7%	7.1%	6.4%	6.8%	4.5%	6.4%
Very dissatisfied	1.5%	4.2%	1.5%	3.5%	0.9%	2.3%	0.5%	2.5%	1.4%	1.2%	1.9%
 <u>Q1-4. City of Austin as a place to retire</u>											
Very satisfied	14.0%	14.9%	18.6%	11.8%	11.5%	15.2%	12.9%	14.6%	19.3%	15.3%	14.8%
Satisfied	22.3%	26.3%	24.0%	22.4%	18.6%	20.4%	27.6%	24.4%	22.1%	25.3%	23.3%
Neutral	31.2%	23.4%	24.0%	28.6%	29.5%	28.9%	31.8%	27.7%	20.4%	26.6%	27.2%
Dissatisfied	16.6%	16.6%	18.0%	17.4%	24.6%	19.9%	15.3%	17.4%	23.2%	22.3%	19.3%
Very dissatisfied	15.9%	18.9%	15.6%	19.9%	15.8%	15.6%	12.4%	16.0%	14.9%	10.5%	15.4%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1-5. Overall value that you receive for your City tax & fees</u>											
Very satisfied	5.6%	8.7%	8.0%	6.1%	6.0%	5.9%	6.6%	7.1%	6.6%	7.6%	6.8%
Satisfied	25.4%	24.5%	28.4%	25.5%	23.1%	25.2%	31.1%	24.9%	34.6%	29.3%	27.3%
Neutral	30.5%	29.6%	25.9%	28.1%	31.9%	30.2%	32.7%	32.0%	25.4%	26.9%	29.3%
Dissatisfied	23.9%	23.0%	27.4%	27.6%	21.3%	24.8%	18.9%	22.4%	22.4%	20.1%	23.1%
Very dissatisfied	14.7%	14.3%	10.4%	12.8%	17.6%	14.0%	10.7%	13.7%	11.0%	16.1%	13.6%
 <u>Q1-6. Overall quality of life in City</u>											
Very satisfied	19.4%	17.8%	18.1%	14.1%	15.0%	19.5%	20.7%	21.5%	21.9%	23.0%	19.3%
Satisfied	45.8%	41.6%	49.0%	48.0%	54.1%	49.1%	53.7%	53.7%	49.8%	50.2%	49.7%
Neutral	24.9%	24.9%	21.1%	25.8%	15.5%	18.6%	18.7%	16.3%	17.6%	17.1%	19.8%
Dissatisfied	6.5%	11.7%	9.3%	9.1%	13.2%	9.7%	5.4%	5.3%	8.6%	7.0%	8.5%
Very dissatisfied	3.5%	4.1%	2.5%	3.0%	2.3%	3.1%	1.5%	3.3%	2.1%	2.7%	2.8%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q1-7. How well City of Austin is planning growth</u>											
Very satisfied	5.1%	6.3%	6.0%	4.2%	1.4%	1.3%	2.5%	1.7%	0.9%	2.4%	3.1%
Satisfied	9.2%	12.6%	15.0%	12.1%	8.3%	17.9%	13.2%	10.3%	14.6%	11.4%	12.5%
Neutral	21.9%	20.9%	19.0%	16.3%	14.3%	20.2%	20.3%	16.7%	19.6%	21.5%	19.1%
Dissatisfied	30.6%	29.8%	27.0%	32.6%	39.6%	27.8%	35.5%	37.3%	29.7%	34.6%	32.6%
Very dissatisfied	33.2%	30.4%	33.0%	34.7%	36.4%	32.7%	28.4%	33.9%	35.2%	30.1%	32.8%
<u>Q1-8. Overall quality of services provided by City of Austin</u>											
Very satisfied	8.0%	10.8%	12.9%	7.1%	7.8%	7.7%	11.4%	6.6%	8.0%	11.9%	9.2%
Satisfied	43.2%	40.2%	33.8%	41.9%	41.0%	39.2%	41.6%	40.2%	49.1%	41.7%	41.3%
Neutral	27.1%	28.4%	26.9%	32.3%	28.6%	33.3%	30.7%	36.9%	27.4%	27.8%	30.0%
Dissatisfied	15.6%	14.9%	19.4%	13.6%	14.3%	14.0%	11.9%	9.8%	10.2%	13.9%	13.6%
Very dissatisfied	6.0%	5.7%	7.0%	5.1%	8.3%	5.9%	4.5%	6.6%	5.3%	4.8%	5.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-1. Overall quality of City parks & recreation</u>											
Very satisfied	24.0%	24.2%	29.2%	18.8%	27.8%	19.8%	23.9%	28.4%	33.6%	24.5%	25.6%
Satisfied	49.0%	50.5%	47.5%	58.4%	48.1%	54.2%	54.3%	50.2%	44.5%	52.3%	50.8%
Neutral	17.3%	18.4%	15.3%	15.7%	16.2%	20.8%	14.7%	14.4%	14.0%	16.2%	16.3%
Dissatisfied	6.1%	4.7%	5.4%	6.6%	6.9%	3.3%	5.6%	6.6%	7.0%	5.4%	5.8%
Very dissatisfied	3.6%	2.1%	2.5%	0.5%	0.9%	1.9%	1.5%	0.4%	0.9%	1.7%	1.6%
<u>Q2-2. Overall quality of City libraries</u>											
Very satisfied	31.1%	24.8%	26.3%	25.3%	24.4%	19.8%	27.1%	23.6%	32.3%	22.7%	25.7%
Satisfied	41.9%	49.1%	45.6%	48.9%	45.6%	49.4%	46.4%	43.2%	45.2%	46.4%	46.1%
Neutral	22.2%	22.4%	21.1%	19.5%	22.2%	23.3%	21.1%	25.1%	18.3%	23.7%	21.9%
Dissatisfied	3.0%	2.5%	3.5%	5.7%	5.6%	6.4%	4.8%	5.5%	3.8%	5.3%	4.7%
Very dissatisfied	1.8%	1.2%	3.5%	0.6%	2.2%	1.2%	0.6%	2.5%	0.5%	1.9%	1.6%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)

Very satisfied	21.9%	21.7%	18.8%	18.3%	20.5%	30.6%	24.0%	23.9%	22.7%	30.9%	23.5%
Satisfied	52.6%	52.4%	46.9%	51.8%	52.3%	46.3%	48.1%	50.0%	52.7%	49.2%	50.2%
Neutral	16.7%	18.0%	19.8%	18.3%	19.1%	15.7%	16.9%	17.4%	17.2%	14.0%	17.3%
Dissatisfied	6.8%	6.9%	10.4%	9.9%	6.4%	6.0%	9.8%	6.1%	4.4%	5.1%	7.1%
Very dissatisfied	2.1%	1.1%	4.2%	1.6%	1.8%	1.4%	1.1%	2.6%	3.0%	0.8%	1.9%

Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)

Very satisfied	10.5%	10.5%	10.1%	5.1%	5.5%	11.0%	9.6%	8.3%	12.8%	11.6%	9.5%
Satisfied	30.1%	36.2%	29.7%	33.3%	35.6%	39.0%	44.5%	37.9%	34.9%	37.2%	35.9%
Neutral	41.8%	36.8%	36.5%	40.4%	42.9%	37.0%	27.4%	36.7%	35.6%	36.6%	37.3%
Dissatisfied	11.8%	12.5%	14.9%	12.2%	9.2%	9.1%	15.8%	10.1%	14.1%	8.1%	11.7%
Very dissatisfied	5.9%	3.9%	8.8%	9.0%	6.7%	3.9%	2.7%	7.1%	2.7%	6.4%	5.8%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q2-5. Overall quality of Austin-Bergstrom International Airport

Very satisfied	30.7%	24.6%	29.9%	23.7%	24.5%	28.0%	29.3%	35.1%	33.6%	32.0%	29.4%
Satisfied	46.4%	52.9%	51.3%	51.0%	54.6%	55.0%	53.0%	49.4%	52.2%	50.6%	51.6%
Neutral	15.6%	18.2%	14.2%	17.5%	16.7%	12.8%	14.1%	11.8%	9.5%	13.4%	14.2%
Dissatisfied	5.2%	2.7%	4.1%	5.7%	3.7%	3.2%	3.0%	2.4%	4.3%	2.8%	3.7%
Very dissatisfied	2.1%	1.6%	0.5%	2.1%	0.5%	0.9%	0.5%	1.2%	0.4%	1.2%	1.1%

Q2-6. Overall quality of drinking water provided by Austin Water

Very satisfied	25.5%	19.8%	24.8%	28.1%	23.2%	27.8%	31.0%	25.3%	34.9%	37.1%	28.0%
Satisfied	48.5%	46.7%	45.5%	45.2%	53.6%	44.8%	44.0%	49.8%	44.5%	46.2%	46.9%
Neutral	14.3%	20.8%	17.3%	16.6%	14.5%	14.8%	15.0%	13.7%	12.7%	11.6%	15.0%
Dissatisfied	8.7%	10.2%	8.9%	6.0%	5.9%	10.8%	7.5%	8.7%	5.2%	4.0%	7.5%
Very dissatisfied	3.1%	2.5%	3.5%	4.0%	2.7%	1.8%	2.5%	2.5%	2.6%	1.2%	2.6%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q2-7. Overall quality of wastewater services provided by Austin Water

Very satisfied	20.1%	19.3%	15.2%	16.3%	17.6%	23.0%	24.9%	15.0%	26.9%	26.1%	20.5%
Satisfied	46.6%	42.2%	52.9%	46.3%	46.3%	40.2%	42.8%	46.4%	45.8%	48.3%	45.8%
Neutral	22.8%	27.6%	21.5%	22.6%	26.4%	26.3%	24.9%	24.0%	19.9%	16.7%	23.2%
Dissatisfied	5.8%	8.3%	5.8%	9.5%	7.4%	8.1%	5.5%	9.9%	6.0%	4.3%	7.0%
Very dissatisfied	4.8%	2.6%	4.7%	5.3%	2.3%	2.4%	2.0%	4.7%	1.4%	4.7%	3.5%

Q2-8. Overall quality of electric utility services provided by Austin Energy

Very satisfied	18.6%	17.3%	21.1%	16.2%	17.8%	20.0%	21.4%	16.8%	27.2%	21.3%	19.9%
Satisfied	42.3%	42.9%	44.6%	46.5%	45.2%	37.1%	49.8%	45.0%	45.6%	46.6%	44.7%
Neutral	22.2%	21.9%	18.6%	17.2%	19.6%	24.1%	14.9%	16.8%	14.0%	21.7%	19.0%
Dissatisfied	11.3%	10.2%	8.8%	12.1%	11.4%	15.3%	8.0%	14.5%	7.0%	5.9%	10.3%
Very dissatisfied	5.7%	7.7%	6.9%	8.1%	5.9%	3.5%	6.0%	6.8%	6.1%	4.3%	6.1%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q2-9. Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)

Very satisfied	1.5%	1.5%	0.5%	1.0%	0.0%	0.0%	0.0%	0.4%	0.9%	0.4%	0.6%
Satisfied	5.1%	5.1%	2.0%	4.1%	2.8%	2.7%	3.5%	1.6%	3.5%	4.0%	3.4%
Neutral	8.1%	10.2%	10.8%	10.2%	7.8%	8.8%	14.5%	7.3%	10.5%	10.8%	9.9%
Dissatisfied	27.4%	23.0%	28.1%	23.9%	24.4%	30.5%	31.0%	27.8%	27.5%	28.7%	27.3%
Very dissatisfied	57.9%	60.2%	58.6%	60.9%	65.0%	58.0%	51.0%	62.9%	57.6%	56.2%	58.9%

Q2-10. Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)

Very satisfied	1.5%	3.5%	1.5%	1.5%	0.0%	0.5%	1.0%	0.4%	1.3%	0.4%	1.1%
Satisfied	10.0%	13.1%	9.8%	11.0%	8.2%	5.0%	14.3%	9.1%	9.9%	10.8%	10.0%
Neutral	16.0%	16.2%	18.1%	15.0%	15.5%	19.6%	22.2%	20.2%	19.3%	19.9%	18.3%
Dissatisfied	40.0%	31.3%	37.3%	33.0%	38.6%	39.3%	34.5%	31.7%	33.0%	32.7%	35.1%
Very dissatisfied	32.5%	35.9%	33.3%	39.5%	37.7%	35.6%	28.1%	38.7%	36.5%	36.3%	35.5%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-11. Overall maintenance of major City streets</u>											
Very satisfied	2.5%	3.0%	3.4%	3.0%	2.3%	3.5%	4.5%	3.7%	3.0%	2.4%	3.1%
Satisfied	27.5%	18.7%	23.9%	16.1%	20.9%	29.1%	25.5%	26.7%	23.6%	26.4%	24.0%
Neutral	24.0%	20.7%	26.8%	26.6%	24.5%	28.6%	33.0%	27.2%	26.2%	28.7%	26.7%
Dissatisfied	27.0%	32.3%	26.8%	31.2%	32.3%	22.9%	22.5%	26.3%	29.2%	29.5%	28.0%
Very dissatisfied	19.0%	25.3%	19.0%	23.1%	20.0%	15.9%	14.5%	16.0%	18.0%	13.0%	18.2%
<u>Q2-12. Overall maintenance of City sidewalks</u>											
Very satisfied	3.6%	3.7%	4.5%	5.1%	3.3%	3.3%	6.5%	4.3%	4.4%	5.0%	4.4%
Satisfied	25.5%	21.5%	28.0%	25.8%	27.5%	31.9%	24.0%	29.6%	29.5%	27.3%	27.2%
Neutral	32.3%	33.0%	28.0%	28.3%	28.4%	35.7%	32.0%	38.2%	24.7%	40.1%	32.2%
Dissatisfied	24.0%	22.5%	19.5%	23.7%	25.1%	18.1%	25.5%	17.6%	27.8%	19.8%	22.3%
Very dissatisfied	14.6%	19.4%	20.0%	17.2%	15.6%	11.0%	12.0%	10.3%	13.7%	7.9%	13.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-13. Overall management of stormwater runoff</u>											
Very satisfied	9.9%	6.9%	7.3%	5.9%	6.0%	7.7%	9.0%	5.6%	8.1%	6.9%	7.3%
Satisfied	36.3%	28.0%	33.5%	42.8%	33.5%	36.4%	31.7%	37.4%	33.3%	37.8%	35.2%
Neutral	32.4%	35.4%	36.9%	29.4%	37.0%	37.9%	42.9%	43.5%	32.8%	39.6%	36.9%
Dissatisfied	13.2%	17.7%	11.7%	13.4%	15.5%	10.8%	10.1%	7.9%	18.7%	11.1%	12.9%
Very dissatisfied	8.2%	12.0%	10.6%	8.6%	8.0%	7.2%	6.3%	5.6%	7.1%	4.6%	7.7%

Q2-14. Overall effectiveness of communication by City of Austin

Very satisfied	7.2%	5.9%	7.3%	5.9%	4.8%	5.4%	7.8%	5.3%	7.3%	7.5%	6.4%
Satisfied	28.3%	29.4%	29.0%	28.7%	25.0%	34.0%	32.6%	24.6%	32.6%	28.5%	29.2%
Neutral	39.4%	40.6%	37.8%	38.3%	47.1%	38.9%	36.8%	46.9%	40.8%	36.8%	40.5%
Dissatisfied	15.0%	15.5%	11.9%	15.4%	15.9%	13.3%	18.1%	14.9%	12.8%	18.4%	15.2%
Very dissatisfied	10.0%	8.6%	14.0%	11.7%	7.2%	8.4%	4.7%	8.3%	6.4%	8.8%	8.7%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)</u>											
Very satisfied	6.5%	9.6%	9.5%	10.6%	8.5%	8.1%	6.2%	4.7%	9.0%	10.7%	8.3%
Satisfied	39.4%	38.2%	38.6%	33.5%	35.8%	31.5%	47.2%	34.9%	35.2%	33.7%	36.8%
Neutral	36.1%	36.3%	35.4%	37.9%	38.8%	47.7%	35.4%	44.2%	41.4%	42.0%	39.5%
Dissatisfied	10.3%	11.5%	10.1%	11.2%	12.1%	8.7%	9.3%	12.2%	9.7%	9.5%	10.5%
Very dissatisfied	7.7%	4.5%	6.3%	6.8%	4.8%	4.0%	1.9%	4.1%	4.8%	4.1%	4.9%

Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)

Very satisfied	3.0%	4.7%	3.9%	3.6%	2.7%	1.6%	4.5%	1.5%	3.3%	3.3%	3.2%
Satisfied	16.7%	22.2%	16.0%	19.5%	17.6%	15.1%	17.0%	18.2%	19.6%	16.5%	17.8%
Neutral	33.3%	31.0%	33.7%	33.1%	35.1%	37.8%	33.5%	37.4%	29.2%	28.8%	33.2%
Dissatisfied	26.2%	25.1%	26.0%	20.1%	22.3%	21.6%	28.4%	25.3%	23.9%	23.6%	24.2%
Very dissatisfied	20.8%	17.0%	20.4%	23.7%	22.3%	23.8%	16.5%	17.7%	23.9%	27.8%	21.5%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q2-17. Overall quality of development review, permitting & inspection services</u>											
Very satisfied	2.0%	4.1%	2.5%	4.4%	1.2%	2.5%	2.5%	1.1%	2.9%	3.4%	2.7%
Satisfied	13.2%	21.4%	13.8%	17.7%	11.4%	14.3%	16.8%	8.5%	13.1%	10.2%	13.8%
Neutral	31.1%	37.9%	33.1%	33.5%	33.5%	40.4%	41.6%	40.9%	27.4%	25.7%	34.3%
Dissatisfied	28.5%	16.6%	23.8%	23.4%	25.7%	19.3%	21.7%	23.3%	26.9%	31.1%	24.3%
Very dissatisfied	25.2%	20.0%	26.9%	20.9%	28.1%	23.6%	17.4%	26.1%	29.7%	29.6%	25.0%
 <u>Q2-18. Animal services (shelter, adoptions, animal control, etc.)</u>											
Very satisfied	29.0%	20.1%	23.3%	19.9%	17.6%	10.8%	20.7%	16.2%	22.0%	18.6%	19.8%
Satisfied	44.9%	42.0%	41.1%	46.8%	46.6%	48.2%	45.7%	48.7%	50.8%	41.7%	45.7%
Neutral	19.9%	29.3%	28.9%	26.3%	27.5%	31.9%	29.3%	26.9%	19.4%	32.2%	27.1%
Dissatisfied	4.0%	4.0%	4.4%	5.3%	5.7%	7.2%	1.8%	3.0%	5.2%	6.0%	4.7%
Very dissatisfied	2.3%	4.6%	2.2%	1.8%	2.6%	1.8%	2.4%	5.1%	2.6%	1.5%	2.7%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q3. Sum of top 4 choices</u>											
Overall quality of City parks & recreation	28.2%	14.5%	21.2%	13.7%	17.1%	16.6%	24.4%	25.9%	23.4%	16.6%	20.2%
Overall quality of City libraries	4.9%	6.0%	6.3%	8.8%	5.4%	10.5%	9.3%	8.5%	6.0%	5.8%	7.1%
Overall quality of public safety services (i.e. police, fire & ambulance)	36.4%	44.5%	41.8%	42.6%	43.7%	48.5%	50.2%	50.6%	37.9%	50.2%	44.8%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	2.9%	7.5%	5.3%	4.4%	5.0%	4.4%	4.4%	6.1%	2.6%	4.6%	4.7%
Overall quality of Austin-Bergstrom International Airport	3.9%	6.0%	3.4%	3.9%	5.9%	6.1%	6.8%	9.7%	6.0%	6.9%	6.0%
Overall quality of drinking water provided by Austin Water	31.1%	36.5%	38.0%	30.9%	33.3%	36.7%	36.1%	42.1%	26.8%	40.5%	35.3%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q3. Sum of top 4 choices (cont.)</u>											
Overall quality of wastewater services provided by Austin Water	7.8%	10.0%	6.7%	6.9%	8.6%	10.5%	5.9%	10.9%	6.8%	10.8%	8.6%
Overall quality of electric utility services provided by Austin Energy	16.0%	17.5%	16.3%	22.1%	14.0%	16.2%	18.0%	18.6%	12.3%	22.0%	17.3%
Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	58.7%	57.5%	57.2%	57.4%	61.3%	65.9%	63.4%	67.2%	54.5%	57.1%	60.1%
Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	35.0%	37.5%	44.7%	42.2%	46.4%	39.3%	42.4%	45.3%	48.1%	41.7%	42.4%
Overall maintenance of major City streets	20.9%	28.5%	13.5%	27.0%	24.8%	24.5%	21.5%	19.8%	27.2%	24.3%	23.2%
Overall maintenance of City sidewalks	9.7%	10.5%	9.1%	9.3%	7.7%	6.1%	6.3%	4.0%	5.5%	2.3%	6.9%
Overall management of stormwater runoff	3.9%	7.0%	4.8%	3.4%	5.0%	4.8%	3.4%	2.4%	5.5%	2.7%	4.2%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q3. Sum of top 4 choices (cont.)</u>											
Overall effectiveness of communication by City of Austin	9.7%	5.0%	7.2%	8.3%	5.0%	4.4%	3.9%	5.3%	7.7%	4.2%	6.0%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	24.8%	19.0%	19.2%	20.1%	19.4%	14.8%	23.4%	14.2%	21.7%	15.8%	19.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	25.7%	22.5%	24.0%	19.1%	20.7%	21.0%	20.5%	16.6%	30.2%	24.3%	22.5%
Overall quality of development review, permitting & inspection services	12.1%	10.5%	13.0%	9.3%	11.3%	7.4%	5.4%	8.1%	16.2%	13.1%	10.7%
Animal services (shelter, adoptions, animal control, etc.)	9.2%	9.5%	6.3%	5.9%	8.1%	7.4%	6.3%	5.3%	4.7%	2.3%	6.4%
None chosen	12.1%	11.5%	13.9%	14.7%	11.7%	11.8%	10.2%	8.5%	13.6%	12.4%	12.0%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q4-1. I feel safe in my neighborhood during the day</u>											
Strongly agree	45.5%	33.3%	32.4%	31.3%	51.1%	50.9%	46.3%	55.7%	57.5%	59.1%	47.1%
Agree	39.1%	50.5%	52.2%	44.3%	42.1%	43.4%	46.3%	40.2%	38.2%	37.7%	43.1%
Neutral	10.4%	7.1%	10.1%	15.9%	4.1%	5.3%	5.4%	2.4%	3.4%	2.3%	6.4%
Disagree	4.0%	5.6%	4.3%	6.0%	2.7%	0.0%	1.0%	1.6%	0.9%	0.4%	2.5%
Strongly disagree	1.0%	3.5%	1.0%	2.5%	0.0%	0.4%	1.0%	0.0%	0.0%	0.4%	0.9%
 <u>Q4-2. I feel safe in my neighborhood at night</u>											
Strongly agree	18.1%	17.1%	12.1%	14.4%	24.4%	38.2%	27.5%	38.2%	30.3%	41.6%	27.0%
Agree	47.2%	42.7%	39.1%	37.6%	52.0%	45.6%	51.0%	45.1%	46.3%	47.1%	45.5%
Neutral	16.6%	14.1%	25.6%	15.3%	14.0%	12.3%	12.3%	9.3%	13.0%	6.6%	13.6%
Disagree	13.1%	18.1%	17.4%	19.3%	7.7%	3.5%	7.4%	7.3%	9.5%	3.5%	10.3%
Strongly disagree	5.0%	8.0%	5.8%	13.4%	1.8%	0.4%	2.0%	0.0%	0.9%	1.2%	3.6%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q4-3. I feel safe in City parks</u>											
Strongly agree	29.7%	13.3%	14.6%	12.7%	20.2%	16.0%	20.1%	19.2%	26.3%	21.2%	19.5%
Agree	37.0%	43.9%	50.3%	46.6%	45.3%	46.0%	53.3%	47.0%	51.8%	44.6%	46.7%
Neutral	22.9%	26.7%	22.6%	27.0%	22.2%	30.5%	19.6%	23.5%	17.5%	26.8%	23.8%
Disagree	7.8%	12.2%	10.6%	10.1%	9.4%	6.0%	6.5%	7.7%	3.9%	6.5%	7.9%
Strongly disagree	2.6%	3.9%	2.0%	3.7%	3.0%	1.5%	0.5%	2.6%	0.4%	0.9%	2.0%
 <u>Q4-4. I feel safe walking alone downtown during the day</u>											
Strongly agree	37.1%	23.3%	31.3%	27.4%	32.1%	22.5%	34.0%	29.9%	48.0%	38.3%	32.7%
Agree	38.1%	49.2%	45.3%	44.7%	43.1%	45.5%	46.2%	50.6%	40.2%	44.4%	44.8%
Neutral	16.0%	16.9%	15.4%	15.7%	9.2%	20.2%	11.7%	9.5%	7.4%	11.5%	13.1%
Disagree	7.2%	7.9%	4.5%	8.1%	10.6%	7.5%	6.6%	9.1%	3.1%	4.1%	6.8%
Strongly disagree	1.5%	2.6%	3.5%	4.1%	5.0%	4.2%	1.5%	0.8%	1.3%	1.6%	2.6%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q4-5. I feel safe walking alone downtown at night</u>											
Strongly agree	11.6%	4.4%	5.2%	4.8%	5.2%	5.0%	5.2%	5.3%	9.9%	8.3%	6.5%
Agree	23.7%	17.5%	27.2%	24.3%	20.3%	14.6%	27.6%	19.8%	30.9%	20.0%	22.6%
Neutral	22.6%	26.2%	26.2%	21.7%	22.2%	25.1%	25.0%	34.8%	27.4%	24.3%	25.7%
Disagree	26.8%	25.7%	25.1%	28.0%	29.7%	30.7%	27.6%	27.8%	22.4%	35.2%	28.0%
Strongly disagree	15.3%	26.2%	16.2%	21.2%	22.6%	24.6%	14.6%	12.3%	9.4%	12.2%	17.2%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)</u>											
Very satisfied	5.6%	4.5%	8.8%	3.5%	2.3%	1.4%	4.9%	2.9%	6.5%	3.2%	4.3%
Satisfied	38.6%	28.8%	38.2%	28.6%	35.7%	35.5%	32.4%	40.9%	36.2%	41.9%	35.9%
Neutral	24.9%	26.3%	26.5%	23.6%	21.7%	33.2%	25.0%	26.4%	24.6%	27.3%	26.0%
Dissatisfied	25.4%	27.8%	18.6%	26.6%	27.1%	20.5%	30.9%	21.5%	25.9%	20.6%	24.3%
Very dissatisfied	5.6%	12.6%	7.8%	17.6%	13.1%	9.5%	6.9%	8.3%	6.9%	7.1%	9.4%
<u>Q5-2. Condition of streets in your neighborhood (residential streets)</u>											
Very satisfied	10.8%	8.1%	13.2%	7.9%	11.3%	14.8%	14.6%	20.1%	15.8%	14.1%	13.3%
Satisfied	41.9%	41.6%	37.7%	44.1%	50.7%	55.5%	41.5%	50.4%	37.6%	55.1%	46.0%
Neutral	20.2%	17.3%	20.1%	18.8%	18.6%	17.0%	23.9%	15.6%	21.8%	16.8%	18.9%
Dissatisfied	18.7%	20.3%	18.6%	21.3%	12.2%	9.2%	13.7%	9.8%	17.5%	11.3%	15.0%
Very dissatisfied	8.4%	12.7%	10.3%	7.9%	7.2%	3.5%	6.3%	4.1%	7.3%	2.7%	6.8%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)</u>											
Very satisfied	8.8%	10.3%	11.3%	7.2%	10.3%	16.8%	10.9%	18.5%	16.4%	12.2%	12.5%
Satisfied	31.3%	38.7%	34.4%	37.1%	42.3%	45.7%	33.2%	57.1%	33.6%	52.0%	41.0%
Neutral	25.8%	18.0%	22.6%	25.3%	21.1%	21.6%	23.3%	11.6%	18.2%	19.0%	20.4%
Dissatisfied	20.9%	23.2%	19.0%	18.0%	18.8%	11.1%	23.3%	7.7%	23.6%	13.1%	17.6%
Very dissatisfied	13.2%	9.8%	12.8%	12.4%	7.5%	4.8%	9.3%	5.2%	8.2%	3.6%	8.5%
 <u>Q5-4. Timing of traffic signals on City streets</u>											
Very satisfied	3.5%	7.2%	5.8%	2.5%	2.3%	7.0%	4.9%	3.3%	5.2%	2.7%	4.4%
Satisfied	29.8%	33.3%	32.5%	28.3%	34.1%	26.2%	39.9%	36.6%	37.2%	34.1%	33.3%
Neutral	27.3%	26.7%	32.0%	31.8%	23.6%	31.0%	26.6%	22.6%	26.0%	28.2%	27.5%
Dissatisfied	24.2%	21.0%	20.4%	24.2%	26.4%	21.4%	22.2%	24.3%	21.6%	18.4%	22.4%
Very dissatisfied	15.2%	11.8%	9.2%	13.1%	13.6%	14.4%	6.4%	13.2%	10.0%	16.5%	12.4%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5-5. Adequacy of street lighting in your community</u>											
Very satisfied	5.5%	10.7%	7.8%	7.1%	7.3%	11.1%	11.4%	14.0%	11.5%	12.6%	10.1%
Satisfied	40.0%	37.6%	44.4%	36.9%	45.5%	33.6%	41.1%	49.8%	39.3%	45.8%	41.6%
Neutral	25.5%	21.3%	23.4%	24.2%	21.4%	23.9%	21.3%	16.9%	23.9%	22.1%	22.3%
Dissatisfied	17.0%	22.8%	19.0%	23.2%	19.5%	21.2%	23.3%	14.8%	20.1%	13.4%	19.2%
Very dissatisfied	12.0%	7.6%	5.4%	8.6%	6.4%	10.2%	3.0%	4.5%	5.1%	5.9%	6.8%
<u>Q5-6. Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)</u>											
Very satisfied	8.3%	10.4%	7.8%	6.2%	4.1%	13.4%	10.4%	11.0%	10.9%	10.9%	9.4%
Satisfied	28.5%	40.9%	33.3%	33.5%	40.6%	37.5%	36.3%	44.9%	38.0%	41.9%	37.8%
Neutral	29.0%	19.7%	26.0%	23.7%	22.8%	22.3%	23.9%	25.8%	18.8%	24.6%	23.6%
Dissatisfied	23.8%	19.7%	18.6%	22.2%	20.5%	15.6%	22.4%	14.0%	21.4%	16.5%	19.3%
Very dissatisfied	10.4%	9.3%	14.2%	14.4%	11.9%	11.2%	7.0%	4.2%	10.9%	6.0%	9.8%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)</u>											
Very satisfied	9.4%	7.6%	9.2%	9.5%	6.2%	15.5%	13.9%	11.8%	10.3%	13.3%	10.7%
Satisfied	31.2%	30.6%	31.4%	30.2%	29.2%	32.6%	34.4%	30.3%	35.0%	30.7%	31.6%
Neutral	35.3%	34.1%	25.9%	27.9%	34.9%	30.9%	30.6%	38.4%	25.2%	30.3%	31.3%
Dissatisfied	15.3%	17.6%	21.6%	20.1%	18.5%	11.6%	13.9%	12.8%	20.6%	16.1%	16.8%
Very dissatisfied	8.8%	10.0%	11.9%	12.3%	11.3%	9.4%	7.2%	6.6%	8.9%	9.6%	9.6%
<u>Q5-8. Off-street bicycle accessibility (City's urban trail network)</u>											
Very satisfied	15.2%	11.3%	16.6%	9.3%	7.6%	17.9%	16.7%	18.3%	19.5%	15.0%	14.9%
Satisfied	36.7%	31.8%	36.6%	37.7%	32.4%	34.0%	39.1%	38.2%	35.8%	37.2%	36.0%
Neutral	38.6%	41.1%	31.4%	35.8%	39.4%	35.9%	33.3%	31.9%	30.5%	32.2%	34.8%
Dissatisfied	7.6%	9.9%	8.6%	9.9%	14.1%	7.1%	9.6%	6.3%	11.6%	12.2%	9.7%
Very dissatisfied	1.9%	6.0%	6.9%	7.3%	6.5%	5.1%	1.3%	5.2%	2.6%	3.3%	4.6%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q5-9. Mowing & trimming along City streets</u>											
Very satisfied	7.2%	5.7%	9.1%	7.7%	3.8%	12.0%	14.2%	8.8%	13.4%	7.7%	9.0%
Satisfied	34.9%	30.9%	34.3%	32.0%	31.0%	34.1%	43.7%	46.0%	44.2%	39.9%	37.4%
Neutral	35.4%	22.2%	30.8%	33.0%	25.4%	35.0%	21.3%	24.3%	26.8%	36.7%	29.2%
Dissatisfied	16.9%	26.3%	14.1%	15.5%	26.3%	12.0%	16.8%	13.0%	12.1%	11.3%	16.2%
Very dissatisfied	5.6%	14.9%	11.6%	11.9%	13.6%	6.9%	4.1%	7.9%	3.6%	4.4%	8.3%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q6. Sum of top 3 choices</u>											
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	60.2%	70.0%	63.0%	69.1%	73.4%	71.2%	77.1%	77.7%	74.0%	76.8%	71.6%
Condition of streets in your neighborhood (residential streets)	38.8%	41.0%	40.9%	41.7%	36.0%	43.7%	45.4%	44.1%	42.1%	41.3%	41.5%
Condition of sidewalks in your neighborhood (if sidewalks exist)	22.3%	21.5%	16.8%	17.2%	15.3%	16.6%	19.0%	13.4%	25.1%	13.5%	17.9%
Timing of traffic signals on City streets	39.8%	41.5%	32.2%	37.7%	45.0%	52.4%	37.6%	55.5%	39.1%	50.6%	43.6%
Adequacy of street lighting in your community	29.1%	27.0%	28.8%	36.8%	24.8%	32.3%	26.8%	27.9%	22.6%	27.8%	28.3%
Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)	29.6%	24.5%	38.5%	26.5%	29.3%	24.5%	31.2%	24.7%	38.3%	25.9%	29.2%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q6. Sum of top 3 choices (cont.)</u>											
On-street bicycle accessibility (City's bicycle lane system/ network)	26.2%	14.0%	24.5%	19.6%	21.2%	10.0%	20.5%	15.4%	28.1%	18.9%	19.8%
Off-street bicycle accessibility (City's urban trail network)	6.3%	5.5%	6.7%	6.9%	9.5%	4.8%	7.3%	6.5%	8.1%	7.7%	7.0%
Mowing & trimming along City streets	13.1%	24.0%	15.9%	13.2%	22.5%	18.3%	13.7%	14.6%	7.2%	12.0%	15.3%
None chosen	9.2%	9.0%	9.6%	8.8%	6.8%	7.9%	6.3%	5.7%	4.3%	6.9%	7.4%

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q7-1. Overall quality of police services

Very satisfied	13.4%	15.4%	11.5%	15.7%	17.5%	26.0%	21.9%	19.2%	15.9%	21.6%	18.0%
Satisfied	50.5%	48.9%	51.0%	51.3%	49.0%	47.9%	46.4%	51.1%	57.9%	58.4%	51.4%
Neutral	26.8%	25.8%	24.5%	17.8%	19.4%	18.1%	21.9%	21.0%	16.4%	14.3%	20.4%
Dissatisfied	7.2%	7.1%	9.4%	11.0%	10.7%	6.5%	6.6%	6.8%	7.2%	4.3%	7.6%
Very dissatisfied	2.1%	2.7%	3.6%	4.2%	3.4%	1.4%	3.3%	1.8%	2.6%	1.3%	2.6%

Q7-2. Speed of police response (how quickly police respond to emergencies)

Very satisfied	12.3%	14.6%	14.7%	13.3%	17.3%	28.0%	18.1%	17.9%	21.7%	23.6%	18.3%
Satisfied	42.2%	42.7%	44.7%	43.6%	41.0%	42.3%	43.6%	46.2%	54.5%	48.9%	44.9%
Neutral	35.1%	29.9%	26.5%	23.0%	22.0%	20.0%	26.8%	22.4%	20.3%	21.3%	24.6%
Dissatisfied	8.4%	7.0%	7.1%	12.7%	14.5%	8.0%	7.4%	10.9%	3.5%	2.9%	8.3%
Very dissatisfied	1.9%	5.7%	7.1%	7.3%	5.2%	1.7%	4.0%	2.6%	0.0%	3.4%	4.0%

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q7-3. Enforcement of local traffic laws</u>											
Very satisfied	11.2%	10.4%	11.0%	8.6%	10.4%	13.9%	15.1%	10.1%	5.1%	11.5%	10.7%
Satisfied	36.9%	40.7%	35.7%	37.6%	32.2%	41.1%	33.5%	41.9%	46.0%	42.7%	39.0%
Neutral	27.3%	28.0%	31.9%	27.4%	28.2%	24.9%	35.7%	30.4%	26.3%	28.6%	28.8%
Dissatisfied	16.6%	9.9%	14.3%	18.3%	19.3%	13.4%	13.0%	12.0%	14.1%	12.8%	14.3%
Very dissatisfied	8.0%	11.0%	7.1%	8.1%	9.9%	6.7%	2.7%	5.5%	8.6%	4.4%	7.1%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q7-4. Overall quality of fire services</u>											
Very satisfied	31.8%	34.6%	32.9%	31.8%	34.7%	44.8%	35.8%	31.3%	41.7%	39.0%	35.9%
Satisfied	51.6%	49.7%	46.6%	51.9%	48.2%	40.7%	47.3%	53.1%	44.6%	50.0%	48.4%
Neutral	15.3%	15.0%	18.6%	14.3%	16.5%	14.0%	16.9%	14.5%	13.7%	10.5%	14.8%
Dissatisfied	0.6%	0.7%	0.6%	1.3%	0.0%	0.6%	0.0%	0.6%	0.0%	0.5%	0.5%
Very dissatisfied	0.6%	0.0%	1.2%	0.6%	0.6%	0.0%	0.0%	0.6%	0.0%	0.0%	0.4%
 <u>Q7-5. Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)</u>											
Very satisfied	34.5%	35.5%	33.6%	29.8%	38.5%	46.8%	39.2%	36.7%	39.2%	40.6%	37.5%
Satisfied	45.9%	46.5%	45.2%	51.8%	42.3%	37.7%	40.8%	44.9%	45.6%	44.0%	44.4%
Neutral	18.2%	17.4%	18.5%	15.6%	19.2%	14.3%	19.2%	17.1%	15.2%	15.4%	17.0%
Dissatisfied	0.7%	0.6%	1.4%	1.4%	0.0%	0.6%	0.8%	0.6%	0.0%	0.0%	0.6%
Very dissatisfied	0.7%	0.0%	1.4%	1.4%	0.0%	0.6%	0.0%	0.6%	0.0%	0.0%	0.5%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q7-6. Medical assistance provided by EMS (overall quality of ambulance services)</u>											
Very satisfied	35.9%	37.9%	31.0%	31.5%	38.5%	48.8%	35.6%	32.1%	35.3%	38.1%	36.6%
Satisfied	46.2%	47.7%	48.6%	50.7%	40.4%	36.9%	43.2%	50.0%	47.4%	47.0%	45.8%
Neutral	16.6%	13.7%	18.3%	12.3%	18.6%	13.1%	19.7%	16.0%	16.5%	14.4%	15.8%
Dissatisfied	0.7%	0.7%	0.7%	2.1%	1.3%	0.6%	1.5%	0.6%	0.8%	0.6%	0.9%
Very dissatisfied	0.7%	0.0%	1.4%	3.4%	1.3%	0.6%	0.0%	1.2%	0.0%	0.0%	0.9%
 <u>Q7-7. Timeliness of EMS response to emergency location</u>											
Very satisfied	34.3%	37.0%	29.1%	29.8%	38.2%	47.1%	36.5%	31.7%	34.6%	36.4%	35.6%
Satisfied	48.3%	45.5%	51.1%	52.5%	43.4%	38.7%	40.5%	49.7%	48.0%	49.1%	46.7%
Neutral	15.4%	14.9%	18.4%	12.1%	17.1%	12.3%	20.6%	16.8%	16.5%	13.9%	15.7%
Dissatisfied	0.7%	2.6%	0.0%	3.5%	1.3%	1.3%	2.4%	0.6%	0.8%	0.6%	1.4%
Very dissatisfied	1.4%	0.0%	1.4%	2.1%	0.0%	0.6%	0.0%	1.2%	0.0%	0.0%	0.7%

Q8. Which TWO of the public safety services listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q8. Sum of top 2 choices</u>											
Overall quality of police services	49.0%	49.5%	48.6%	48.0%	47.3%	45.4%	49.8%	51.4%	57.9%	50.2%	49.8%
Speed of police response (how quickly police respond to emergencies)	35.0%	32.5%	33.7%	35.8%	35.1%	30.1%	37.6%	38.9%	31.1%	28.6%	33.7%
Enforcement of local traffic laws	12.6%	13.5%	10.6%	12.3%	12.6%	14.0%	2.0%	6.5%	10.2%	4.6%	9.8%
Overall quality of fire services	24.8%	20.0%	19.2%	22.1%	23.9%	28.4%	28.8%	24.3%	28.5%	33.6%	25.6%
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	20.9%	23.0%	22.6%	18.1%	21.2%	32.3%	22.9%	31.2%	24.3%	25.5%	24.4%
Medical assistance provided by EMS (overall quality of ambulance services)	15.5%	17.5%	17.8%	16.7%	11.7%	7.4%	14.6%	13.4%	14.0%	17.4%	14.5%
Timeliness of EMS response to emergency location	20.4%	19.0%	22.1%	18.6%	22.5%	24.5%	22.9%	17.4%	20.4%	23.2%	21.1%
None chosen	9.2%	12.0%	11.5%	13.2%	12.2%	7.4%	10.2%	8.1%	5.5%	8.1%	9.6%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q9-1. Water & wastewater utility response time to emergencies</u>											
Very satisfied	9.9%	11.7%	6.7%	11.0%	8.6%	14.1%	11.5%	6.6%	13.1%	11.0%	10.3%
Satisfied	45.0%	35.2%	38.5%	35.4%	41.7%	36.7%	38.2%	40.8%	48.4%	50.3%	41.1%
Neutral	36.6%	40.6%	43.0%	44.1%	38.1%	42.2%	40.5%	34.9%	32.0%	30.3%	38.1%
Dissatisfied	6.1%	10.2%	7.4%	5.5%	7.2%	5.5%	5.3%	13.8%	5.7%	6.2%	7.4%
Very dissatisfied	2.3%	2.3%	4.4%	3.9%	4.3%	1.6%	4.6%	3.9%	0.8%	2.1%	3.1%
<u>Q9-2. Water Conservation programs within Austin</u>											
Very satisfied	13.6%	13.5%	14.4%	12.5%	11.9%	10.2%	15.6%	11.2%	12.6%	11.2%	12.6%
Satisfied	46.0%	47.6%	40.8%	38.1%	30.9%	40.8%	44.7%	40.3%	43.9%	39.9%	41.2%
Neutral	26.1%	25.9%	31.0%	32.4%	38.1%	32.1%	25.7%	32.5%	26.8%	33.6%	30.6%
Dissatisfied	10.2%	8.8%	9.8%	11.4%	13.9%	9.7%	12.3%	11.2%	13.1%	11.7%	11.3%
Very dissatisfied	4.0%	4.1%	4.0%	5.7%	5.2%	7.1%	1.7%	4.9%	3.5%	3.6%	4.4%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q9-3. Energy Conservation program</u>											
Very satisfied	14.5%	12.6%	12.5%	13.6%	11.4%	9.4%	14.8%	13.5%	14.5%	12.0%	12.9%
Satisfied	41.3%	45.4%	38.1%	37.9%	33.2%	38.3%	38.6%	39.0%	42.5%	41.5%	39.6%
Neutral	31.4%	27.6%	35.8%	32.2%	38.3%	38.9%	33.0%	34.0%	29.0%	31.8%	33.2%
Dissatisfied	8.1%	9.2%	10.2%	10.2%	12.4%	10.0%	11.4%	10.0%	10.9%	11.1%	10.4%
Very dissatisfied	4.7%	5.2%	3.4%	6.2%	4.7%	3.3%	2.3%	3.5%	3.1%	3.7%	4.0%
 <u>Q9-4. Water quality of lakes & streams</u>											
Very satisfied	11.2%	10.5%	12.0%	8.9%	7.5%	12.8%	11.5%	7.9%	8.6%	13.4%	10.4%
Satisfied	48.0%	40.9%	36.1%	39.1%	40.2%	49.7%	43.1%	48.6%	43.8%	49.6%	44.2%
Neutral	26.3%	32.2%	29.0%	30.2%	26.1%	27.2%	29.3%	27.8%	26.7%	25.9%	27.9%
Dissatisfied	12.3%	14.0%	18.0%	16.2%	19.6%	8.7%	13.2%	13.4%	16.2%	9.1%	14.0%
Very dissatisfied	2.2%	2.3%	4.9%	5.6%	6.5%	1.5%	2.9%	2.3%	4.8%	2.2%	3.5%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q9-5. Flood control efforts</u>											
Very satisfied	10.8%	4.7%	8.1%	10.2%	5.3%	11.0%	7.8%	4.3%	5.4%	7.7%	7.5%
Satisfied	38.0%	33.1%	34.3%	34.5%	34.8%	44.8%	40.4%	44.7%	40.5%	45.9%	39.3%
Neutral	35.5%	32.6%	36.6%	35.0%	35.3%	29.3%	38.6%	35.1%	34.6%	34.3%	34.6%
Dissatisfied	12.7%	20.9%	15.7%	15.3%	18.2%	12.2%	8.4%	10.6%	14.1%	9.7%	13.7%
Very dissatisfied	3.0%	8.7%	5.2%	5.1%	6.4%	2.8%	4.8%	5.3%	5.4%	2.4%	4.9%

Q10. Which TWO of the environmental services listed in Question 9 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q10. Sum of top 2 choices</u>											
Water & wastewater utility response time to emergencies	31.1%	35.0%	31.7%	31.9%	24.8%	41.0%	41.0%	42.5%	24.7%	37.5%	34.2%
Water Conservation programs within Austin	39.3%	34.0%	34.1%	29.4%	41.4%	32.8%	37.1%	32.8%	45.5%	35.9%	36.3%
Energy Conservation program	28.6%	28.0%	32.2%	31.9%	31.1%	28.4%	28.3%	30.4%	29.4%	27.4%	29.5%
Water quality of lakes & streams	36.9%	30.0%	36.5%	37.7%	39.6%	41.9%	36.6%	38.9%	51.9%	47.9%	40.2%
Flood control efforts	35.0%	47.5%	34.1%	37.7%	33.8%	38.4%	38.5%	36.0%	33.2%	36.3%	36.9%
None chosen	14.1%	12.5%	14.4%	15.2%	14.4%	7.9%	8.3%	8.5%	7.2%	6.9%	10.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-1. Number of City of Austin parks</u>											
Very satisfied	23.0%	25.0%	27.1%	18.1%	26.0%	20.6%	21.5%	26.2%	31.6%	25.5%	24.6%
Satisfied	42.4%	44.0%	47.7%	47.7%	48.1%	52.3%	49.2%	53.3%	52.0%	47.7%	48.6%
Neutral	22.5%	21.2%	17.1%	20.7%	15.9%	20.6%	19.5%	14.4%	8.9%	16.7%	17.5%
Dissatisfied	10.5%	7.6%	7.0%	9.8%	7.2%	4.7%	6.7%	5.2%	7.1%	8.8%	7.4%
Very dissatisfied	1.6%	2.2%	1.0%	3.6%	2.9%	1.9%	3.1%	0.9%	0.4%	1.3%	1.8%
<u>Q11-2. Number of City of Austin walking/biking trails</u>											
Very satisfied	20.8%	25.6%	25.1%	18.4%	22.0%	23.8%	18.8%	24.8%	32.6%	26.0%	24.0%
Satisfied	42.1%	43.0%	45.6%	48.6%	45.9%	45.6%	55.7%	53.0%	45.2%	50.2%	47.7%
Neutral	26.2%	22.1%	19.5%	21.1%	17.2%	21.8%	15.1%	12.6%	10.9%	15.6%	17.9%
Dissatisfied	9.3%	7.6%	8.2%	9.7%	12.0%	7.8%	8.9%	8.7%	10.9%	6.5%	8.9%
Very dissatisfied	1.6%	1.7%	1.5%	2.2%	2.9%	1.0%	1.6%	0.9%	0.5%	1.7%	1.5%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-3. Appearance of City of Austin park grounds located in Austin</u>											
Very satisfied	20.0%	18.8%	26.3%	17.0%	19.2%	21.1%	17.4%	20.8%	25.9%	20.5%	20.8%
Satisfied	52.6%	52.2%	41.9%	50.5%	52.4%	52.1%	55.9%	56.8%	52.7%	56.1%	52.5%
Neutral	20.0%	21.0%	21.7%	24.7%	21.6%	21.1%	21.0%	15.7%	16.1%	14.6%	19.5%
Dissatisfied	4.7%	5.4%	8.6%	6.2%	5.3%	3.3%	3.6%	6.4%	4.9%	6.3%	5.5%
Very dissatisfied	2.6%	2.7%	1.5%	1.5%	1.4%	2.3%	2.1%	0.4%	0.4%	2.5%	1.7%
 <u>Q11-4. Overall quality of City of Austin parks & recreation programs or classes offered by City</u>											
Very satisfied	17.9%	15.2%	24.7%	19.6%	16.7%	20.2%	16.2%	18.8%	21.8%	20.6%	19.2%
Satisfied	41.4%	46.8%	38.9%	41.1%	44.8%	44.6%	50.0%	53.6%	51.0%	48.2%	46.1%
Neutral	32.4%	27.2%	27.2%	31.6%	27.6%	28.0%	29.1%	19.9%	19.7%	24.7%	26.6%
Dissatisfied	7.6%	5.7%	8.6%	6.3%	9.8%	5.4%	2.7%	7.2%	6.8%	4.7%	6.5%
Very dissatisfied	0.7%	5.1%	0.6%	1.3%	1.1%	1.8%	2.0%	0.6%	0.7%	1.8%	1.6%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-5. Quality of youth athletic programs offered by City</u>											
Very satisfied	11.2%	10.9%	11.9%	13.2%	14.2%	13.8%	14.0%	10.7%	16.0%	14.0%	12.8%
Satisfied	27.6%	37.0%	29.7%	34.9%	31.1%	35.1%	25.8%	38.5%	33.3%	31.8%	32.7%
Neutral	48.0%	37.0%	38.6%	41.5%	42.5%	34.0%	47.3%	37.7%	42.7%	42.1%	40.9%
Dissatisfied	11.2%	10.1%	15.8%	8.5%	9.4%	14.9%	8.6%	10.7%	8.0%	10.3%	10.8%
Very dissatisfied	2.0%	5.0%	4.0%	1.9%	2.8%	2.1%	4.3%	2.5%	0.0%	1.9%	2.7%
 <u>Q11-6. Quality of adult athletic programs offered by City</u>											
Very satisfied	8.1%	11.9%	10.5%	14.7%	13.3%	8.5%	11.6%	7.4%	7.6%	11.7%	10.6%
Satisfied	30.3%	33.3%	31.4%	35.8%	29.2%	37.2%	29.5%	38.8%	36.7%	32.4%	33.5%
Neutral	48.5%	38.1%	38.1%	39.4%	40.7%	43.6%	45.3%	38.8%	45.6%	46.8%	42.2%
Dissatisfied	10.1%	11.1%	16.2%	8.3%	15.0%	8.5%	8.4%	13.2%	8.9%	8.1%	10.9%
Very dissatisfied	3.0%	5.6%	3.8%	1.8%	1.8%	2.1%	5.3%	1.7%	1.3%	0.9%	2.8%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q11-7. Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)

Very satisfied	12.2%	13.2%	14.8%	10.0%	12.3%	13.5%	11.7%	12.0%	8.2%	13.9%	12.2%
Satisfied	43.5%	42.8%	40.0%	50.0%	47.4%	41.1%	39.3%	42.6%	53.4%	45.6%	44.5%
Neutral	32.7%	33.6%	34.8%	30.0%	29.2%	36.9%	37.2%	31.7%	32.9%	38.0%	33.7%
Dissatisfied	8.2%	5.9%	9.0%	7.9%	7.8%	5.7%	9.7%	10.4%	4.8%	1.9%	7.2%
Very dissatisfied	3.4%	4.6%	1.3%	2.1%	3.2%	2.8%	2.1%	3.3%	0.7%	0.6%	2.4%

Q11-8. Safety of equipment or playscapes in City of Austin parks

Very satisfied	13.3%	13.8%	12.5%	9.9%	16.3%	16.0%	16.9%	13.8%	19.1%	16.1%	14.7%
Satisfied	39.1%	50.7%	45.8%	46.1%	44.7%	49.3%	45.6%	50.9%	49.6%	52.9%	47.6%
Neutral	34.4%	23.2%	29.9%	37.6%	31.9%	29.9%	32.4%	28.1%	25.2%	26.5%	29.8%
Dissatisfied	10.9%	8.7%	9.7%	5.0%	5.7%	4.2%	3.7%	5.4%	4.6%	3.9%	6.1%
Very dissatisfied	2.3%	3.6%	2.1%	1.4%	1.4%	0.7%	1.5%	1.8%	1.5%	0.6%	1.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q11-9. Overall satisfaction with City of Austin swimming pools

Very satisfied	13.2%	11.2%	14.6%	11.2%	13.6%	10.9%	12.6%	11.7%	16.2%	13.8%	13.0%
Satisfied	32.9%	40.6%	37.3%	43.4%	39.5%	40.3%	37.7%	47.8%	45.7%	41.3%	40.8%
Neutral	29.6%	28.7%	20.9%	32.9%	27.2%	30.2%	31.1%	22.8%	19.1%	32.3%	27.2%
Dissatisfied	17.8%	11.9%	19.6%	9.2%	14.8%	9.3%	13.2%	12.2%	13.9%	9.6%	13.2%
Very dissatisfied	6.6%	7.7%	7.6%	3.3%	4.9%	9.3%	5.3%	5.6%	5.2%	3.0%	5.7%

Q11-10. Satisfaction with City of Austin aquatic programs or classes

Very satisfied	6.5%	9.9%	11.2%	8.3%	9.3%	6.7%	7.3%	9.0%	13.3%	11.5%	9.3%
Satisfied	28.0%	33.3%	29.9%	48.6%	33.9%	37.8%	33.3%	35.2%	36.1%	33.6%	35.0%
Neutral	50.5%	43.2%	40.2%	34.9%	39.8%	44.4%	46.9%	43.4%	45.8%	47.8%	43.5%
Dissatisfied	11.8%	8.1%	13.1%	5.5%	15.3%	3.3%	10.4%	8.2%	4.8%	6.2%	8.8%
Very dissatisfied	3.2%	5.4%	5.6%	2.8%	1.7%	7.8%	2.1%	4.1%	0.0%	0.9%	3.4%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-11. Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)</u>											
Very satisfied	13.3%	15.8%	16.7%	10.9%	15.9%	15.2%	15.5%	15.2%	21.2%	18.1%	15.9%
Satisfied	45.8%	44.9%	42.0%	51.5%	48.9%	49.4%	49.1%	53.4%	45.7%	46.7%	47.8%
Neutral	27.1%	27.8%	27.6%	29.1%	26.1%	29.1%	28.6%	26.5%	27.7%	30.2%	28.0%
Dissatisfied	10.8%	7.0%	10.3%	5.5%	6.3%	5.1%	5.0%	3.9%	4.9%	4.0%	6.2%
Very dissatisfied	3.0%	4.4%	3.4%	3.0%	2.8%	1.3%	1.9%	1.0%	0.5%	1.0%	2.2%
 <u>Q11-12. Cleanliness of library facilities</u>											
Very satisfied	20.4%	20.1%	22.1%	21.5%	24.0%	27.4%	27.7%	20.7%	29.8%	24.5%	23.8%
Satisfied	58.0%	50.3%	54.0%	51.5%	45.0%	51.8%	52.2%	48.9%	47.2%	48.4%	50.6%
Neutral	19.1%	23.5%	17.8%	18.4%	25.7%	18.5%	16.4%	22.3%	19.3%	20.8%	20.2%
Dissatisfied	0.6%	3.4%	4.3%	4.9%	3.5%	1.2%	3.1%	5.4%	2.5%	4.2%	3.4%
Very dissatisfied	1.9%	2.7%	1.8%	3.7%	1.8%	1.2%	0.6%	2.7%	1.2%	2.1%	2.0%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-13. Library programs</u>											
Very satisfied	17.4%	20.9%	24.1%	20.3%	24.8%	26.6%	25.3%	15.1%	30.7%	18.9%	22.2%
Satisfied	50.0%	41.8%	38.3%	48.6%	38.3%	46.2%	47.3%	50.3%	44.1%	45.6%	45.1%
Neutral	26.8%	28.4%	31.9%	24.6%	26.2%	21.7%	24.0%	30.2%	23.6%	27.2%	26.5%
Dissatisfied	5.8%	6.7%	4.3%	3.6%	9.9%	4.2%	3.4%	2.5%	1.6%	5.9%	4.8%
Very dissatisfied	0.0%	2.2%	1.4%	2.9%	0.7%	1.4%	0.0%	1.9%	0.0%	2.4%	1.3%
<u>Q11-14. Materials at libraries</u>											
Very satisfied	17.3%	21.7%	25.9%	16.9%	22.0%	19.9%	26.8%	15.6%	27.4%	22.0%	21.5%
Satisfied	50.0%	42.0%	41.1%	49.4%	46.3%	47.2%	46.5%	45.3%	46.5%	46.6%	46.1%
Neutral	26.3%	25.9%	23.4%	26.6%	23.2%	26.7%	20.4%	30.2%	22.3%	25.1%	25.1%
Dissatisfied	4.5%	7.7%	8.2%	4.5%	7.3%	5.0%	6.4%	5.0%	3.8%	4.7%	5.7%
Very dissatisfied	1.9%	2.8%	1.3%	2.6%	1.2%	1.2%	0.0%	3.9%	0.0%	1.6%	1.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q11-15. Library hours</u>											
Very satisfied	16.7%	19.4%	21.7%	13.9%	16.0%	13.9%	25.0%	13.4%	18.6%	17.8%	17.6%
Satisfied	42.3%	47.2%	44.6%	49.4%	55.2%	40.5%	44.4%	47.5%	47.4%	47.1%	46.6%
Neutral	32.1%	27.1%	25.5%	20.9%	16.6%	32.3%	21.9%	26.3%	23.7%	24.6%	25.0%
Dissatisfied	6.4%	3.5%	5.7%	10.1%	11.0%	10.1%	8.1%	10.6%	8.3%	7.9%	8.3%
Very dissatisfied	2.6%	2.8%	2.5%	5.7%	1.2%	3.2%	0.6%	2.2%	1.9%	2.6%	2.5%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q12. Sum of top 3 choices</u>											
Number of City of Austin parks	36.9%	28.0%	34.1%	32.4%	32.4%	36.7%	44.9%	40.1%	38.3%	38.6%	36.4%
Number of City of Austin walking/biking trails	22.3%	18.0%	26.9%	21.1%	32.9%	23.6%	37.6%	32.8%	37.0%	27.8%	28.2%
Appearance of City of Austin park grounds located in Austin	24.3%	27.5%	32.7%	29.4%	31.5%	31.9%	32.2%	32.0%	34.0%	28.6%	30.5%
Overall quality of City of Austin parks & recreation programs or classes offered by City	17.5%	21.5%	20.7%	15.7%	18.9%	14.0%	13.7%	15.4%	22.1%	21.2%	18.1%
Quality of youth athletic programs offered by City	16.5%	18.5%	15.9%	17.2%	10.8%	16.6%	15.6%	12.6%	14.9%	13.5%	15.1%
Quality of adult athletic programs offered by City	2.9%	9.5%	6.7%	6.4%	2.7%	5.7%	3.4%	4.0%	4.3%	1.5%	4.6%
Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	11.2%	9.5%	6.3%	9.8%	7.2%	12.7%	9.3%	14.6%	6.4%	10.4%	9.8%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q12. Sum of top 3 choices (cont.)</u>											
Safety of equipment or playscapes in City of Austin parks	18.4%	23.5%	15.9%	21.1%	16.7%	21.4%	18.0%	19.0%	14.5%	21.2%	19.0%
Overall satisfaction with City of Austin swimming pools	21.4%	13.0%	23.6%	20.6%	24.3%	11.4%	20.5%	21.1%	26.8%	15.4%	19.8%
Satisfaction with City of Austin aquatic programs or classes	2.9%	3.0%	2.4%	2.9%	3.6%	3.9%	2.0%	1.2%	2.1%	1.5%	2.5%
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	33.0%	30.5%	30.8%	29.4%	29.7%	29.3%	22.4%	23.1%	30.2%	33.2%	29.2%
Cleanliness of library facilities	5.8%	6.0%	5.8%	4.9%	5.4%	7.4%	3.4%	4.5%	3.4%	5.4%	5.2%
Library programs	11.7%	14.5%	10.6%	16.2%	13.5%	15.7%	15.6%	10.1%	12.3%	14.7%	13.5%
Materials at libraries	18.0%	11.5%	17.8%	13.2%	18.0%	18.8%	17.1%	17.8%	15.7%	18.5%	16.7%
Library hours	7.3%	6.5%	5.3%	8.8%	8.1%	8.7%	5.9%	8.9%	7.7%	5.8%	7.3%
None chosen	15.5%	18.0%	12.5%	14.2%	13.5%	11.4%	10.7%	13.0%	8.1%	12.7%	12.9%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-1. Quality of residential garbage collection</u>											
Very satisfied	29.3%	34.1%	28.7%	23.2%	31.9%	28.4%	40.3%	39.4%	39.7%	41.5%	33.9%
Satisfied	55.6%	44.9%	53.3%	60.6%	50.7%	56.3%	49.2%	46.5%	43.8%	47.2%	50.6%
Neutral	5.6%	13.0%	9.7%	8.1%	8.7%	10.7%	6.8%	7.9%	8.7%	7.7%	8.6%
Dissatisfied	7.1%	6.5%	6.2%	5.1%	5.3%	3.7%	3.1%	5.0%	6.4%	2.8%	5.1%
Very dissatisfied	2.5%	1.6%	2.1%	3.0%	3.4%	0.9%	0.5%	1.2%	1.4%	0.8%	1.7%
<u>Q13-2. Quality of residential yard waste collection</u>											
Very satisfied	27.1%	30.3%	24.7%	22.8%	29.2%	26.4%	36.3%	34.3%	39.7%	36.7%	31.0%
Satisfied	53.2%	44.4%	48.8%	52.9%	43.1%	51.7%	47.8%	47.6%	40.2%	46.7%	47.6%
Neutral	12.8%	16.9%	15.3%	12.7%	17.9%	15.9%	7.7%	10.3%	13.8%	10.9%	13.3%
Dissatisfied	5.3%	6.2%	8.8%	6.9%	8.2%	3.5%	6.0%	6.4%	5.3%	4.8%	6.1%
Very dissatisfied	1.6%	2.2%	2.4%	4.8%	1.5%	2.5%	2.2%	1.3%	1.1%	0.9%	2.0%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-3. Quality of residential curbside recycling services</u>											
Very satisfied	33.0%	37.2%	29.0%	24.1%	33.0%	33.8%	40.0%	39.3%	40.9%	39.0%	35.1%
Satisfied	50.8%	42.2%	44.3%	53.3%	43.3%	48.3%	49.2%	43.5%	38.9%	42.8%	45.5%
Neutral	7.9%	11.7%	12.6%	13.3%	12.3%	12.6%	5.4%	10.0%	10.1%	11.4%	10.8%
Dissatisfied	6.3%	7.2%	10.9%	6.7%	7.9%	4.8%	3.2%	5.0%	7.7%	5.1%	6.4%
Very dissatisfied	2.1%	1.7%	3.3%	2.6%	3.4%	0.5%	2.2%	2.1%	2.4%	1.7%	2.2%
 <u>Q13-4. Household hazardous waste disposal service</u>											
Very satisfied	14.7%	17.8%	19.7%	14.9%	13.9%	9.6%	16.3%	18.1%	20.8%	15.6%	16.1%
Satisfied	36.0%	42.8%	36.4%	35.8%	35.4%	30.1%	35.5%	35.6%	30.5%	27.1%	34.3%
Neutral	29.3%	23.0%	28.8%	25.7%	27.2%	28.8%	29.1%	29.3%	27.3%	27.6%	27.6%
Dissatisfied	14.7%	13.2%	12.1%	16.2%	15.8%	23.7%	13.5%	12.8%	15.6%	22.4%	16.2%
Very dissatisfied	5.3%	3.3%	3.0%	7.4%	7.6%	7.7%	5.7%	4.3%	5.8%	7.3%	5.8%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-5. Bulky item pick-up/removal services</u>											
Very satisfied	27.1%	25.6%	23.9%	19.5%	23.4%	21.5%	26.8%	25.9%	30.5%	27.7%	25.2%
Satisfied	43.1%	44.9%	40.5%	48.6%	40.1%	45.5%	48.0%	45.6%	41.1%	44.6%	44.3%
Neutral	16.0%	18.2%	20.9%	16.2%	16.8%	18.3%	16.8%	17.5%	20.0%	17.9%	17.8%
Dissatisfied	10.5%	9.1%	12.3%	10.8%	15.2%	12.0%	5.0%	9.2%	6.3%	8.0%	9.8%
Very dissatisfied	3.3%	2.3%	2.5%	4.9%	4.6%	2.6%	3.4%	1.8%	2.1%	1.8%	2.9%
 <u>Q13-6. Reliability of your electric service</u>											
Very satisfied	33.3%	28.9%	26.6%	26.6%	36.7%	31.1%	39.3%	40.8%	43.4%	39.1%	35.0%
Satisfied	48.7%	52.6%	51.3%	50.8%	46.0%	49.2%	49.5%	43.9%	44.7%	49.8%	48.5%
Neutral	13.3%	12.1%	16.1%	13.6%	9.3%	16.4%	6.6%	10.5%	9.3%	7.9%	11.3%
Dissatisfied	2.1%	4.2%	5.0%	4.5%	6.5%	2.7%	4.6%	2.2%	1.8%	2.4%	3.6%
Very dissatisfied	2.6%	2.1%	1.0%	4.5%	1.4%	0.5%	0.0%	2.6%	0.9%	0.8%	1.6%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-7. Safety of your drinking water</u>											
Very satisfied	32.8%	25.1%	25.3%	26.6%	31.0%	30.6%	38.2%	32.5%	35.5%	42.1%	32.3%
Satisfied	40.0%	47.1%	48.9%	45.8%	48.8%	45.7%	40.8%	43.0%	46.8%	45.3%	45.2%
Neutral	14.9%	17.6%	15.8%	18.2%	10.3%	17.8%	13.1%	16.0%	10.0%	7.3%	13.9%
Dissatisfied	8.7%	7.5%	6.3%	6.8%	6.1%	5.9%	6.3%	5.1%	5.5%	2.8%	6.0%
Very dissatisfied	3.6%	2.7%	3.7%	2.6%	3.8%	0.0%	1.6%	3.4%	2.3%	2.4%	2.6%
 <u>Q13-8. Cleanliness of City streets & public areas</u>											
Very satisfied	13.1%	11.6%	14.9%	11.7%	16.7%	15.2%	20.0%	20.5%	14.8%	16.1%	15.6%
Satisfied	39.4%	44.7%	39.8%	38.6%	44.4%	57.0%	50.5%	52.0%	50.2%	57.0%	47.8%
Neutral	30.8%	22.6%	21.4%	24.9%	22.2%	19.7%	19.5%	20.1%	22.3%	15.3%	21.7%
Dissatisfied	12.6%	18.4%	19.4%	19.8%	11.1%	6.7%	7.5%	6.1%	10.9%	9.6%	11.9%
Very dissatisfied	4.0%	2.6%	4.5%	5.1%	5.6%	1.3%	2.5%	1.2%	1.7%	2.0%	3.0%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-9. Cleanliness of your neighborhood</u>											
Very satisfied	11.1%	12.6%	18.7%	10.6%	22.3%	28.1%	24.5%	32.4%	23.9%	34.3%	22.5%
Satisfied	37.4%	44.0%	34.0%	38.2%	49.3%	54.0%	54.0%	54.4%	51.3%	54.2%	47.5%
Neutral	26.8%	23.0%	21.2%	23.1%	20.5%	12.9%	13.0%	9.5%	15.7%	8.8%	17.0%
Dissatisfied	19.7%	14.1%	16.3%	19.1%	5.1%	4.0%	7.5%	3.3%	7.4%	2.4%	9.4%
Very dissatisfied	5.1%	6.3%	9.9%	9.0%	2.8%	0.9%	1.0%	0.4%	1.7%	0.4%	3.5%
<u>Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings</u>											
Very satisfied	7.1%	9.0%	7.5%	5.6%	8.2%	7.7%	10.9%	8.6%	5.1%	10.1%	7.9%
Satisfied	23.5%	23.0%	24.1%	20.1%	27.9%	38.8%	32.2%	35.3%	35.9%	36.5%	29.9%
Neutral	31.7%	25.8%	25.3%	29.6%	25.1%	29.5%	31.0%	27.8%	28.7%	31.7%	28.7%
Dissatisfied	24.0%	31.5%	25.3%	28.5%	25.7%	14.8%	19.0%	19.8%	21.5%	14.8%	22.4%
Very dissatisfied	13.7%	10.7%	17.8%	16.2%	13.1%	9.3%	6.9%	8.6%	8.7%	6.9%	11.1%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q13-11. Enforcement of local codes & ordinances</u>											
Very satisfied	6.7%	8.1%	7.3%	7.4%	6.7%	10.2%	11.4%	9.1%	3.8%	9.7%	8.0%
Satisfied	31.1%	22.5%	25.0%	27.6%	27.9%	35.8%	32.9%	38.6%	42.9%	37.3%	32.4%
Neutral	39.0%	36.3%	36.0%	31.9%	42.4%	34.1%	38.0%	35.2%	28.6%	38.4%	35.9%
Dissatisfied	12.2%	22.5%	18.9%	20.2%	13.9%	9.7%	13.9%	11.4%	16.5%	8.6%	14.6%
Very dissatisfied	11.0%	10.6%	12.8%	12.9%	9.1%	10.2%	3.8%	5.7%	8.2%	5.9%	9.0%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q14. Sum of top 3 choices</u>											
Quality of residential garbage collection	40.8%	31.0%	34.6%	40.2%	33.8%	47.6%	42.0%	44.9%	40.0%	47.9%	40.6%
Quality of residential yard waste collection	4.9%	6.0%	4.8%	9.3%	2.7%	8.7%	6.3%	9.7%	8.1%	5.0%	6.6%
Quality of residential curbside recycling services	18.9%	16.5%	20.7%	20.1%	18.5%	23.1%	21.5%	24.3%	23.8%	21.6%	21.0%
Household hazardous waste disposal service	10.7%	12.0%	6.7%	6.9%	11.3%	14.0%	9.3%	7.7%	8.5%	10.4%	9.8%
Bulky item pick-up/removal services	13.1%	13.0%	10.6%	7.8%	11.7%	10.0%	9.3%	10.9%	5.5%	7.7%	9.9%
Reliability of your electric service	30.1%	29.0%	36.1%	40.2%	39.2%	36.7%	49.3%	44.1%	44.3%	53.3%	40.6%
Safety of your drinking water	51.0%	52.0%	53.8%	55.4%	56.3%	59.4%	62.4%	61.1%	60.9%	64.5%	58.0%
Cleanliness of City streets & public areas	25.7%	24.0%	33.2%	25.0%	26.6%	25.3%	26.3%	27.1%	30.6%	26.6%	27.1%
Cleanliness of your neighborhood	16.5%	20.5%	18.3%	11.8%	15.3%	10.0%	16.1%	13.4%	15.7%	9.3%	14.5%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q14. Sum of top 3 choices (cont.)</u>											
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	22.8%	32.5%	29.3%	23.5%	24.3%	19.2%	15.1%	16.6%	15.7%	12.4%	20.8%
Enforcement of local codes & ordinances	18.0%	19.5%	15.9%	19.1%	18.0%	21.4%	10.2%	9.3%	18.3%	13.5%	16.2%
None chosen	14.6%	13.5%	11.1%	12.3%	13.1%	7.0%	9.8%	8.9%	8.9%	8.1%	10.6%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q15-1. Austin Energy customer service</u>											
Very satisfied	15.5%	17.9%	22.8%	21.6%	14.7%	13.8%	23.0%	17.3%	24.6%	19.1%	19.1%
Satisfied	48.1%	45.3%	42.2%	45.4%	46.6%	52.4%	43.7%	45.9%	51.3%	53.9%	47.6%
Neutral	23.2%	27.4%	22.8%	18.4%	23.0%	25.5%	23.0%	22.2%	14.4%	18.7%	21.7%
Dissatisfied	6.6%	6.1%	6.1%	9.7%	9.4%	6.2%	6.9%	9.2%	8.0%	6.1%	7.5%
Very dissatisfied	6.6%	3.4%	6.1%	4.9%	6.3%	2.1%	3.4%	5.4%	1.6%	2.2%	4.2%
 <u>Q15-2. Water & wastewater utility customer service</u>											
Very satisfied	11.4%	16.0%	18.5%	17.4%	13.6%	12.1%	19.9%	15.5%	23.8%	16.0%	16.3%
Satisfied	47.0%	46.8%	42.6%	43.7%	45.8%	48.3%	44.7%	42.3%	51.3%	49.5%	46.2%
Neutral	30.1%	29.5%	27.2%	25.1%	25.4%	25.9%	26.7%	25.3%	17.5%	25.2%	25.8%
Dissatisfied	7.8%	5.1%	8.6%	9.6%	9.6%	12.1%	7.5%	10.8%	3.8%	4.9%	8.0%
Very dissatisfied	3.6%	2.6%	3.1%	4.2%	5.6%	1.7%	1.2%	6.2%	3.8%	4.4%	3.7%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q15-3. Helpfulness of library staff</u>											
Very satisfied	40.8%	31.2%	40.0%	39.5%	41.3%	40.7%	47.0%	39.2%	61.4%	40.0%	42.1%
Satisfied	36.7%	49.3%	39.3%	38.2%	40.0%	40.0%	34.9%	39.8%	29.4%	42.8%	39.0%
Neutral	21.8%	18.8%	20.7%	20.4%	18.1%	18.0%	17.4%	17.6%	8.5%	15.6%	17.6%
Dissatisfied	0.7%	0.0%	0.0%	0.7%	0.6%	1.3%	0.0%	2.8%	0.7%	0.0%	0.7%
Very dissatisfied	0.0%	0.7%	0.0%	1.3%	0.0%	0.0%	0.7%	0.6%	0.0%	1.7%	0.5%
<u>Q15-4. Overall quality of customer service provided by City of Austin</u>											
Very satisfied	15.6%	19.0%	19.6%	16.6%	13.6%	15.8%	22.1%	14.4%	23.4%	13.9%	17.3%
Satisfied	48.9%	44.3%	42.5%	43.3%	44.0%	40.2%	41.4%	40.2%	45.3%	48.0%	43.8%
Neutral	27.8%	29.9%	26.8%	27.3%	32.5%	36.4%	29.8%	33.0%	23.4%	28.3%	29.5%
Dissatisfied	5.6%	5.2%	6.7%	7.5%	5.8%	6.0%	5.5%	10.0%	6.3%	7.2%	6.6%
Very dissatisfied	2.2%	1.7%	4.5%	5.3%	4.2%	1.6%	1.1%	2.4%	1.6%	2.7%	2.7%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q15-5. Services provided by City's 3-1-1 assistance telephone number</u>											
Very satisfied	39.1%	25.2%	30.1%	28.8%	27.0%	29.6%	33.5%	23.3%	32.5%	23.8%	29.2%
Satisfied	35.5%	42.9%	40.4%	42.9%	44.4%	42.8%	43.0%	47.2%	46.4%	47.1%	43.3%
Neutral	20.1%	23.9%	19.3%	18.6%	17.4%	23.7%	20.9%	22.8%	11.4%	24.9%	20.3%
Dissatisfied	4.1%	6.7%	5.4%	5.1%	7.3%	2.6%	1.9%	5.0%	8.4%	2.6%	4.9%
Very dissatisfied	1.2%	1.2%	4.8%	4.5%	3.9%	1.3%	0.6%	1.7%	1.2%	1.6%	2.2%
 <u>Q15-6. Review services for residential & commercial building plans</u>											
Very satisfied	4.6%	8.4%	7.4%	7.8%	9.6%	4.0%	9.9%	5.4%	7.3%	6.6%	7.1%
Satisfied	17.4%	24.3%	25.4%	18.3%	18.4%	21.0%	16.2%	17.0%	20.9%	15.3%	19.3%
Neutral	45.9%	49.5%	34.4%	44.3%	36.0%	45.0%	46.8%	37.5%	20.9%	35.8%	39.4%
Dissatisfied	17.4%	12.1%	17.2%	14.8%	20.0%	18.0%	13.5%	20.5%	23.6%	20.4%	17.9%
Very dissatisfied	14.7%	5.6%	15.6%	14.8%	16.0%	12.0%	13.5%	19.6%	27.3%	21.9%	16.3%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q15-7. Value of services received from Austin Energy</u>											
Very satisfied	13.8%	16.0%	14.2%	11.6%	12.3%	9.9%	17.5%	10.4%	13.8%	13.2%	13.3%
Satisfied	41.4%	38.9%	36.6%	38.1%	37.9%	35.1%	35.5%	36.5%	45.4%	41.0%	38.8%
Neutral	28.2%	25.7%	30.1%	33.3%	26.1%	37.7%	33.3%	34.4%	29.6%	28.6%	30.5%
Dissatisfied	9.2%	12.6%	12.6%	9.5%	16.7%	13.9%	9.3%	8.3%	8.2%	11.5%	11.2%
Very dissatisfied	7.5%	6.9%	6.6%	7.4%	6.9%	3.3%	4.4%	10.4%	3.1%	5.6%	6.2%
 <u>Q15-8. Water & wastewater rates (cost)</u>											
Very satisfied	7.5%	9.9%	6.5%	7.8%	6.7%	2.4%	7.4%	4.3%	7.7%	5.8%	6.5%
Satisfied	26.7%	22.5%	25.4%	21.2%	20.2%	14.5%	24.5%	13.2%	28.7%	20.2%	21.5%
Neutral	25.1%	24.7%	34.6%	29.5%	28.4%	26.6%	32.4%	28.2%	33.5%	28.5%	29.1%
Dissatisfied	23.0%	26.9%	21.6%	25.4%	26.9%	30.0%	20.7%	28.6%	16.7%	26.9%	24.8%
Very dissatisfied	17.6%	15.9%	11.9%	16.1%	17.8%	26.6%	14.9%	25.6%	13.4%	18.6%	18.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16-1. Availability of affordable housing for low/moderate income families</u>											
Very satisfied	5.4%	5.6%	4.6%	5.1%	3.4%	7.0%	5.0%	3.8%	3.7%	8.8%	5.2%
Satisfied	7.8%	11.7%	8.6%	4.5%	5.1%	13.5%	9.4%	9.3%	9.5%	10.9%	9.0%
Neutral	25.1%	14.8%	15.4%	13.1%	19.2%	26.3%	17.6%	25.1%	14.7%	24.9%	19.7%
Dissatisfied	25.1%	24.7%	28.6%	34.1%	35.6%	28.1%	39.6%	32.2%	40.5%	34.7%	32.5%
Very dissatisfied	36.5%	43.2%	42.9%	43.2%	36.7%	25.1%	28.3%	29.5%	31.6%	20.7%	33.6%
 <u>Q16-2. City's efforts to offer financial literacy/homebuyer education</u>											
Very satisfied	5.0%	3.7%	5.9%	5.3%	3.3%	5.5%	7.0%	2.6%	5.3%	5.0%	4.8%
Satisfied	18.2%	11.9%	16.0%	15.9%	8.1%	19.3%	15.0%	15.5%	17.9%	15.1%	15.2%
Neutral	43.8%	41.0%	38.7%	35.6%	36.6%	47.7%	45.0%	49.1%	35.8%	48.7%	42.1%
Dissatisfied	17.4%	20.1%	19.3%	22.7%	26.8%	16.5%	21.0%	16.4%	24.2%	21.8%	20.6%
Very dissatisfied	15.7%	23.1%	20.2%	20.5%	25.2%	11.0%	12.0%	16.4%	16.8%	9.2%	17.3%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	

Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses

Very satisfied	6.3%	4.5%	10.2%	4.3%	3.8%	10.4%	9.6%	7.1%	5.2%	11.6%	7.3%
Satisfied	18.0%	14.4%	21.2%	18.1%	18.0%	27.0%	22.6%	22.8%	18.3%	24.7%	20.5%
Neutral	43.0%	40.2%	32.8%	42.0%	33.1%	40.0%	39.1%	40.9%	44.3%	41.1%	39.6%
Dissatisfied	16.4%	19.7%	25.5%	20.3%	28.6%	13.0%	17.4%	11.0%	24.3%	16.4%	19.4%
Very dissatisfied	16.4%	21.2%	10.2%	15.2%	16.5%	9.6%	11.3%	18.1%	7.8%	6.2%	13.3%

Q16-4. Shot for Tots & Big Shots program (immunizations)

Very satisfied	18.9%	10.8%	18.0%	16.7%	7.1%	15.6%	14.5%	11.3%	15.6%	13.3%	14.0%
Satisfied	40.0%	33.3%	30.3%	38.0%	31.6%	41.7%	38.6%	37.7%	33.8%	37.1%	36.3%
Neutral	32.6%	42.3%	46.1%	31.5%	46.9%	37.5%	43.4%	39.6%	42.9%	43.8%	40.5%
Dissatisfied	5.3%	7.2%	3.4%	6.5%	8.2%	1.0%	1.2%	4.7%	3.9%	3.8%	4.6%
Very dissatisfied	3.2%	6.3%	2.2%	7.4%	6.1%	4.2%	2.4%	6.6%	3.9%	1.9%	4.5%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16-5. Food Safety Inspection program</u>											
Very satisfied	8.1%	7.1%	13.2%	7.0%	4.3%	12.8%	12.7%	6.1%	7.2%	9.8%	8.8%
Satisfied	32.4%	36.2%	30.2%	36.7%	29.6%	38.5%	37.3%	39.5%	41.2%	39.8%	36.2%
Neutral	44.1%	38.6%	44.3%	41.4%	48.7%	45.0%	42.2%	36.0%	42.3%	43.6%	42.6%
Dissatisfied	9.9%	9.4%	7.5%	7.8%	13.0%	1.8%	5.9%	10.5%	6.2%	4.5%	7.7%
Very dissatisfied	5.4%	8.7%	4.7%	7.0%	4.3%	1.8%	2.0%	7.9%	3.1%	2.3%	4.8%
<u>Q16-6. Neighborhood planning/zoning efforts</u>											
Very satisfied	2.6%	4.3%	3.1%	4.0%	3.7%	3.3%	7.5%	1.8%	1.1%	2.6%	3.3%
Satisfied	23.2%	25.7%	18.4%	18.7%	16.5%	25.0%	23.8%	22.9%	23.8%	17.3%	21.4%
Neutral	32.5%	36.4%	33.7%	36.7%	32.3%	36.8%	31.3%	38.6%	26.5%	35.6%	34.0%
Dissatisfied	23.2%	22.9%	26.4%	23.3%	25.6%	25.0%	23.1%	19.9%	27.6%	24.6%	24.2%
Very dissatisfied	18.5%	10.7%	18.4%	17.3%	22.0%	9.9%	14.3%	16.9%	21.0%	19.9%	17.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16-7. Accessibility of municipal court services</u>											
Very satisfied	4.9%	5.9%	6.1%	6.6%	5.0%	8.3%	8.4%	4.7%	4.2%	7.6%	6.2%
Satisfied	35.2%	33.3%	29.0%	29.9%	32.4%	30.1%	32.8%	28.2%	34.2%	29.9%	31.4%
Neutral	42.6%	42.2%	45.0%	42.3%	38.8%	36.1%	44.5%	48.3%	42.5%	45.2%	42.8%
Dissatisfied	9.0%	12.6%	11.5%	11.7%	17.3%	18.8%	10.1%	11.4%	13.3%	12.1%	12.8%
Very dissatisfied	8.2%	5.9%	8.4%	9.5%	6.5%	6.8%	4.2%	7.4%	5.8%	5.1%	6.8%
 <u>Q16-8. Access to affordable quality housing</u>											
Very satisfied	4.9%	5.6%	2.4%	2.2%	3.3%	6.5%	5.7%	2.2%	2.2%	6.3%	4.1%
Satisfied	12.3%	11.8%	7.8%	10.1%	7.6%	9.7%	8.8%	11.6%	8.3%	12.7%	10.1%
Neutral	24.7%	18.6%	21.0%	15.1%	17.9%	27.7%	22.6%	25.4%	21.5%	28.0%	22.2%
Dissatisfied	22.8%	29.2%	28.7%	29.6%	36.4%	25.8%	35.2%	32.0%	37.0%	27.5%	30.6%
Very dissatisfied	35.2%	34.8%	40.1%	43.0%	34.8%	30.3%	27.7%	28.7%	30.9%	25.4%	33.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16-9. Access to affordable quality child care</u>											
Very satisfied	4.3%	4.3%	2.6%	4.0%	1.6%	7.7%	6.1%	2.9%	2.8%	9.6%	4.5%
Satisfied	11.3%	12.8%	13.8%	13.5%	5.5%	13.5%	12.2%	10.2%	9.3%	13.6%	11.5%
Neutral	31.3%	31.6%	32.8%	32.5%	37.0%	37.5%	33.9%	36.5%	29.9%	31.2%	33.5%
Dissatisfied	24.3%	18.8%	27.6%	24.6%	20.5%	23.1%	32.2%	29.2%	31.8%	24.8%	25.7%
Very dissatisfied	28.7%	32.5%	23.3%	25.4%	35.4%	18.3%	15.7%	21.2%	26.2%	20.8%	24.8%
 <u>Q16-10. Access to affordable quality health care</u>											
Very satisfied	7.1%	4.3%	6.3%	8.4%	3.9%	10.1%	6.0%	5.6%	6.1%	13.9%	7.2%
Satisfied	20.1%	21.5%	23.8%	21.6%	17.2%	23.9%	30.9%	22.0%	20.0%	24.1%	22.4%
Neutral	29.2%	27.0%	26.3%	27.5%	27.8%	32.1%	26.2%	35.0%	30.3%	27.8%	29.0%
Dissatisfied	20.8%	18.4%	23.1%	20.4%	24.4%	15.7%	18.1%	22.0%	24.2%	20.9%	20.9%
Very dissatisfied	22.7%	28.8%	20.6%	22.2%	26.7%	18.2%	18.8%	15.3%	19.4%	13.4%	20.5%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16-11. Access to affordable quality food</u>											
Very satisfied	11.0%	10.2%	10.9%	11.3%	11.4%	18.1%	13.3%	13.8%	16.1%	18.9%	13.6%
Satisfied	37.4%	34.4%	30.3%	32.2%	33.7%	38.0%	42.2%	36.2%	37.4%	41.3%	36.4%
Neutral	27.6%	28.0%	32.1%	29.4%	31.5%	25.7%	32.4%	35.1%	28.2%	27.4%	29.8%
Dissatisfied	12.3%	14.0%	15.2%	15.3%	13.0%	12.3%	9.2%	8.5%	13.8%	8.5%	12.1%
Very dissatisfied	11.7%	13.4%	11.5%	11.9%	10.3%	5.8%	2.9%	6.4%	4.6%	4.0%	8.1%

Q16-12. City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability

Very satisfied	20.7%	14.5%	17.5%	15.0%	12.0%	20.5%	27.4%	17.5%	18.8%	18.9%	18.2%
Satisfied	31.7%	32.1%	27.7%	33.5%	33.7%	40.4%	36.3%	37.7%	36.9%	42.9%	35.5%
Neutral	25.6%	24.8%	30.1%	26.0%	30.9%	29.8%	24.2%	28.4%	26.7%	29.6%	27.7%
Dissatisfied	12.2%	12.7%	15.7%	12.1%	11.4%	4.7%	6.4%	7.1%	10.2%	5.6%	9.7%
Very dissatisfied	9.8%	15.8%	9.0%	13.3%	12.0%	4.7%	5.7%	9.3%	7.4%	3.1%	8.9%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q16-13. City's effort to support dialogue between residents & government</u>											
Very satisfied	8.4%	8.8%	9.1%	8.0%	4.9%	11.7%	13.8%	8.5%	8.5%	12.2%	9.4%
Satisfied	31.0%	29.6%	31.3%	34.9%	25.7%	34.0%	31.7%	29.8%	33.5%	28.8%	30.9%
Neutral	27.7%	34.0%	26.7%	26.3%	39.3%	30.9%	31.1%	35.1%	34.6%	34.6%	32.2%
Dissatisfied	21.3%	12.6%	19.3%	16.0%	15.3%	14.8%	15.6%	16.0%	13.8%	16.1%	16.0%
Very dissatisfied	11.6%	15.1%	13.6%	14.9%	14.8%	8.6%	7.8%	10.6%	9.6%	8.3%	11.4%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q17. Sum of top 3 choices</u>											
Availability of affordable housing for low/moderate income families	43.2%	41.5%	44.2%	45.6%	39.6%	33.6%	38.0%	42.5%	43.4%	31.3%	40.1%
City's efforts to offer financial literacy/homebuyer education	3.9%	10.5%	5.3%	7.4%	3.6%	4.4%	5.9%	4.9%	4.3%	3.1%	5.2%
City's effort to promote & assist small, minority and/or women-owned businesses	9.2%	13.0%	14.4%	10.3%	9.0%	11.8%	9.3%	8.9%	7.2%	7.3%	9.9%
Shot for Tots & Big Shots program (immunizations)	7.3%	8.0%	7.7%	5.9%	5.9%	10.0%	11.7%	9.7%	8.9%	9.3%	8.5%
Food Safety Inspection program	13.6%	17.5%	10.1%	18.6%	14.9%	23.6%	20.0%	19.4%	14.0%	28.6%	18.3%
Neighborhood planning/zoning efforts	21.8%	18.5%	18.3%	20.6%	22.1%	25.8%	25.9%	25.5%	35.7%	27.8%	24.5%
Accessibility of municipal court services	3.9%	5.5%	3.4%	7.4%	3.6%	10.9%	5.9%	12.1%	3.8%	9.3%	6.7%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q17. Sum of top 3 choices (cont.)</u>											
Access to affordable quality housing	35.4%	39.5%	38.0%	41.7%	44.1%	32.3%	35.6%	34.0%	36.6%	30.1%	36.5%
Access to affordable quality child care	13.1%	14.5%	8.7%	11.8%	15.3%	10.9%	16.1%	13.0%	13.6%	12.0%	12.9%
Access to affordable quality health care	32.0%	33.0%	30.8%	30.9%	35.1%	34.5%	35.1%	34.4%	34.5%	32.4%	33.3%
Access to affordable quality food	18.9%	15.0%	19.7%	17.2%	16.7%	16.6%	19.0%	17.0%	17.0%	19.3%	17.7%
City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	27.7%	18.0%	22.6%	19.6%	18.9%	17.5%	22.0%	20.2%	23.0%	17.4%	20.6%
City's effort to support dialogue between residents & government	20.4%	15.5%	26.4%	19.6%	20.7%	24.5%	21.0%	16.6%	23.4%	23.6%	21.2%
None chosen	13.6%	15.0%	13.5%	11.8%	14.9%	11.4%	8.8%	11.3%	9.4%	13.9%	12.3%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q18-1. Have you visited a City of Austin park?</u>											
Yes	93.4%	87.7%	94.7%	92.5%	95.9%	89.8%	96.4%	95.0%	97.8%	91.8%	93.5%
No	6.6%	12.3%	5.3%	7.5%	4.1%	10.2%	3.6%	5.0%	2.2%	8.2%	6.5%
<u>Q18-2. Have you used a City of Austin walking/biking trail?</u>											
Yes	81.3%	69.9%	85.9%	79.8%	87.3%	73.3%	87.2%	86.4%	94.8%	83.0%	83.1%
No	18.7%	30.1%	14.1%	20.2%	12.7%	26.7%	12.8%	13.6%	5.2%	17.0%	16.9%
<u>Q18-3. Have you participated in a City of Austin recreation program or class?</u>											
Yes	24.9%	22.2%	28.9%	30.6%	27.0%	17.3%	24.7%	22.3%	24.1%	20.3%	24.1%
No	75.1%	77.8%	71.1%	69.4%	73.0%	82.7%	75.3%	77.7%	75.9%	79.7%	75.9%
<u>Q18-4. Have you participated in a City of Austin Parks youth athletic program?</u>											
Yes	10.3%	13.9%	13.3%	8.7%	10.2%	6.3%	10.7%	13.4%	12.1%	9.6%	10.8%
No	89.7%	86.1%	86.7%	91.3%	89.8%	93.7%	89.3%	86.6%	87.9%	90.4%	89.2%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q18-5. Have you participated in a City of Austin Parks adult athletic program?</u>											
Yes	15.5%	11.5%	12.4%	13.0%	9.7%	8.1%	11.7%	12.8%	11.0%	8.8%	11.3%
No	84.5%	88.5%	87.6%	87.0%	90.3%	91.9%	88.3%	87.2%	89.0%	91.2%	88.7%
<u>Q18-6. Have you visited a City of Austin outdoor athletic field?</u>											
Yes	64.5%	59.7%	65.5%	56.7%	59.4%	47.5%	63.6%	70.4%	62.1%	60.2%	61.0%
No	35.5%	40.3%	34.5%	43.3%	40.6%	52.5%	36.4%	29.6%	37.9%	39.8%	39.0%
<u>Q18-7. Have you used park equipment, such as playscapes, while visiting a City of Austin Park?</u>											
Yes	53.3%	51.3%	53.4%	54.8%	57.1%	50.7%	59.0%	65.7%	59.5%	55.5%	56.2%
No	46.7%	48.7%	46.6%	45.2%	42.9%	49.3%	41.0%	34.3%	40.5%	44.5%	43.8%
<u>Q18-8. Have you visited a City of Austin pool?</u>											
Yes	65.3%	58.5%	65.0%	71.1%	68.8%	43.6%	66.7%	62.9%	70.4%	53.3%	62.3%
No	34.7%	41.5%	35.0%	28.9%	31.2%	56.4%	33.3%	37.1%	29.6%	46.7%	37.7%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q18-9. Have you participated in a City of Austin aquatic program or class?</u>											
Yes	9.4%	10.5%	15.1%	11.9%	15.5%	8.5%	14.8%	14.8%	12.0%	8.0%	12.0%
No	90.6%	89.5%	84.9%	88.1%	84.5%	91.5%	85.2%	85.2%	88.0%	92.0%	88.0%
<u>Q18-10. Have you visited a City of Austin recreation center?</u>											
Yes	66.8%	60.4%	63.1%	66.5%	65.3%	55.6%	71.1%	64.2%	69.7%	62.2%	64.4%
No	33.2%	39.6%	36.9%	33.5%	34.7%	44.4%	28.9%	35.8%	30.3%	37.8%	35.6%
<u>Q18-11. Have you used City's bicycle lane system/network?</u>											
Yes	40.3%	28.6%	50.5%	39.0%	40.2%	26.3%	48.2%	35.7%	60.5%	38.5%	40.8%
No	59.7%	71.4%	49.5%	61.0%	59.8%	73.7%	51.8%	64.3%	39.5%	61.5%	59.2%
<u>Q18-12. Have you used City's urban trail network?</u>											
Yes	58.5%	41.1%	58.7%	47.9%	59.3%	43.0%	59.9%	57.6%	73.3%	54.1%	55.6%
No	41.5%	58.9%	41.3%	52.1%	40.7%	57.0%	40.1%	42.4%	26.7%	45.9%	44.4%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q18-13. Have you visited a City of Austin library facility?</u>											
Yes	74.4%	68.9%	70.4%	75.5%	67.4%	61.1%	74.4%	66.0%	70.6%	75.7%	70.3%
No	25.6%	31.1%	29.6%	24.5%	32.6%	38.9%	25.6%	34.0%	29.4%	24.3%	29.7%
<u>Q18-14. Have you participated in a City of Austin library program?</u>											
Yes	25.0%	27.7%	25.5%	30.9%	24.7%	26.6%	30.8%	24.4%	30.9%	27.8%	27.4%
No	75.0%	72.3%	74.5%	69.1%	75.3%	73.4%	69.2%	75.6%	69.1%	72.2%	72.6%
<u>Q18-15. Have you had contact with City of Austin Municipal Court?</u>											
Yes	52.6%	48.7%	46.1%	50.3%	38.6%	41.4%	43.1%	41.8%	42.9%	47.4%	45.1%
No	47.4%	51.3%	53.9%	49.7%	61.4%	58.6%	56.9%	58.2%	57.1%	52.6%	54.9%
<u>Q18-16. Have you had contact with City for code enforcement?</u>											
Yes	40.3%	28.1%	36.4%	40.1%	27.9%	31.5%	30.4%	27.5%	35.2%	32.1%	32.8%
No	59.7%	71.9%	63.6%	59.9%	72.1%	68.5%	69.6%	72.5%	64.8%	67.9%	67.2%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q18-17. Have you visited Austin-Bergstrom International Airport?</u>											
Yes	88.4%	86.7%	89.8%	88.8%	93.7%	90.7%	92.9%	95.0%	95.3%	93.3%	91.7%
No	11.6%	13.3%	10.2%	11.2%	6.3%	9.3%	7.1%	5.0%	4.7%	6.7%	8.3%
<u>Q18-18. Have you called 3-1-1?</u>											
Yes	77.7%	72.7%	70.9%	80.7%	72.3%	56.6%	68.7%	63.8%	68.1%	65.0%	69.2%
No	22.3%	27.3%	29.1%	19.3%	27.7%	43.4%	31.3%	36.3%	31.9%	35.0%	30.8%
<u>Q18-19. Have you called 9-1-1?</u>											
Yes	61.9%	48.7%	50.5%	60.1%	51.6%	39.6%	48.5%	39.4%	44.2%	47.6%	48.8%
No	38.1%	51.3%	49.5%	39.9%	48.4%	60.4%	51.5%	60.6%	55.8%	52.4%	51.2%
<u>Q18-20. Have you had contact with Austin Police Department?</u>											
Yes	72.7%	68.2%	69.9%	76.1%	63.1%	52.4%	65.8%	52.7%	64.5%	62.3%	64.3%
No	27.3%	31.8%	30.1%	23.9%	36.9%	47.6%	34.2%	47.3%	35.5%	37.7%	35.7%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q18-21. Have you had contact with Austin Fire Department?</u>											
Yes	41.6%	37.5%	42.0%	39.4%	41.3%	28.3%	34.7%	34.2%	29.7%	38.6%	36.6%
No	58.4%	62.5%	58.0%	60.6%	58.7%	71.7%	65.3%	65.8%	70.3%	61.4%	63.4%
<u>Q18-22. Have you had contact with Emergency Medical Services Department?</u>											
Yes	39.8%	40.1%	35.3%	40.0%	37.2%	36.5%	32.0%	33.2%	25.2%	36.8%	35.4%
No	60.2%	59.9%	64.7%	60.0%	62.8%	63.5%	68.0%	66.8%	74.8%	63.2%	64.6%
<u>Q18-23. Have you had contact with Austin Public Health?</u>											
Yes	31.0%	28.5%	24.1%	27.8%	24.4%	18.0%	22.1%	18.5%	16.1%	16.0%	22.3%
No	69.0%	71.5%	75.9%	72.2%	75.6%	82.0%	77.9%	81.5%	83.9%	84.0%	77.7%
<u>Q18-24. Have you had contact with Planning & Zoning department?</u>											
Yes	28.9%	18.6%	29.4%	29.7%	28.5%	18.0%	26.8%	20.8%	42.2%	35.2%	28.0%
No	71.1%	81.4%	70.6%	70.3%	71.5%	82.0%	73.2%	79.2%	57.8%	64.8%	72.0%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q18-25. Have you had contact with City's Development Services department?</u>											
Yes	32.6%	19.7%	35.1%	34.7%	30.1%	21.2%	28.5%	28.4%	42.2%	37.8%	31.2%
No	67.4%	80.3%	64.9%	65.3%	69.9%	78.8%	71.5%	71.6%	57.8%	62.2%	68.8%
<u>Q18-26. Have you visited Austin Animal Center?</u>											
Yes	59.2%	53.9%	55.6%	55.8%	52.8%	39.0%	53.1%	48.7%	49.6%	44.3%	50.8%
No	40.8%	46.1%	44.4%	44.2%	47.2%	61.0%	46.9%	51.3%	50.4%	55.7%	49.2%

Q18 (27-29). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you receive services from the following organizations: (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q18-27. Does Austin Energy provide your electric service?</u>											
Yes	93.9%	98.4%	97.1%	99.5%	93.6%	47.3%	95.9%	79.1%	99.1%	98.4%	89.8%
No	6.1%	1.6%	2.9%	0.5%	6.4%	52.7%	4.1%	20.9%	0.9%	1.6%	10.2%
<u>Q18-28. Does City of Austin collect garbage at your residence?</u>											
Yes	95.9%	87.6%	89.9%	89.7%	90.7%	82.8%	91.3%	96.2%	92.1%	91.2%	90.8%
No	4.1%	12.4%	10.1%	10.3%	9.3%	17.2%	8.7%	3.8%	7.9%	8.8%	9.2%
<u>Q18-29. Does City of Austin provide your home with water & wastewater services?</u>											
Yes	99.0%	97.4%	97.4%	98.0%	98.2%	94.9%	98.5%	98.7%	100.0%	98.4%	98.1%
No	1.0%	2.6%	2.6%	2.0%	1.8%	5.1%	1.5%	1.3%	0.0%	1.6%	1.9%

Q19. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business." (without "don't know")

N=2215	Geography										Total
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	District 9	District 10	
<u>Q19. Your level of agreement with the statement</u>											
Strongly disagree	6.5%	5.9%	5.7%	9.5%	5.5%	5.1%	4.2%	4.1%	6.8%	4.5%	5.7%
Disagree	5.4%	6.5%	7.4%	6.5%	11.5%	6.8%	8.9%	6.1%	8.4%	6.0%	7.3%
Neutral	25.0%	27.1%	29.7%	29.6%	23.0%	35.6%	19.6%	33.5%	18.8%	17.0%	25.8%
Agree	46.4%	45.9%	42.3%	41.4%	47.0%	39.5%	48.2%	41.6%	46.6%	57.5%	45.8%
Strongly agree	16.7%	14.7%	14.9%	13.0%	13.1%	13.0%	19.0%	14.7%	19.4%	15.0%	15.4%

City of Austin

Community Survey

Appendix C –

Cross-Tabular Data by Age of Respondent

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

September 2017



Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1-1. City of Austin as a place to live</u>						
Very satisfied	31.7%	30.0%	28.6%	26.9%	28.6%	29.1%
Satisfied	53.0%	50.9%	54.3%	43.8%	43.5%	49.1%
Neutral	10.3%	9.9%	9.5%	14.6%	13.5%	11.6%
Dissatisfied	3.9%	5.9%	5.9%	10.9%	11.3%	7.5%
Very dissatisfied	1.1%	3.4%	1.8%	3.9%	3.1%	2.6%
 <u>Q1-2. City of Austin as a place to raise children</u>						
Very satisfied	28.7%	27.1%	27.9%	19.5%	24.3%	25.3%
Satisfied	41.0%	39.7%	43.7%	43.4%	39.0%	41.3%
Neutral	20.8%	24.7%	20.4%	24.4%	24.0%	23.1%
Dissatisfied	6.2%	5.6%	6.7%	9.2%	9.1%	7.4%
Very dissatisfied	3.3%	2.9%	1.3%	3.5%	3.6%	2.9%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1-3. City of Austin as a place to work</u>						
Very satisfied	31.2%	28.1%	28.9%	25.3%	26.0%	28.0%
Satisfied	45.5%	47.8%	50.6%	47.0%	44.4%	47.2%
Neutral	15.2%	16.0%	13.2%	17.4%	21.7%	16.5%
Dissatisfied	7.2%	5.7%	6.2%	7.7%	4.9%	6.4%
Very dissatisfied	0.9%	2.3%	1.1%	2.6%	3.0%	1.9%
 <u>Q1-4. City of Austin as a place to retire</u>						
Very satisfied	15.3%	12.3%	11.9%	13.6%	20.8%	14.8%
Satisfied	21.8%	19.4%	22.5%	22.5%	28.8%	23.3%
Neutral	35.7%	32.0%	28.8%	23.7%	19.1%	27.2%
Dissatisfied	16.0%	19.4%	21.2%	19.9%	19.4%	19.3%
Very dissatisfied	11.2%	16.9%	15.5%	20.3%	11.9%	15.4%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q1. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1-5. Overall value that you receive for your City tax & fees</u>						
Very satisfied	8.1%	5.5%	6.0%	7.0%	7.7%	6.8%
Satisfied	29.3%	28.4%	25.3%	24.2%	29.8%	27.3%
Neutral	31.0%	29.1%	31.7%	27.0%	27.1%	29.3%
Dissatisfied	21.0%	23.8%	23.4%	25.6%	21.5%	23.1%
Very dissatisfied	10.7%	13.2%	13.6%	16.2%	13.8%	13.6%
 <u>Q1-6. Overall quality of life in City</u>						
Very satisfied	23.3%	19.1%	19.5%	16.2%	18.3%	19.3%
Satisfied	52.7%	53.4%	53.4%	43.6%	44.8%	49.7%
Neutral	16.9%	17.6%	17.2%	26.2%	20.7%	19.8%
Dissatisfied	5.5%	7.7%	7.5%	10.2%	12.0%	8.5%
Very dissatisfied	1.6%	2.3%	2.5%	3.7%	4.1%	2.8%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1-7. How well City of Austin is planning growth</u>						
Very satisfied	3.6%	2.3%	3.2%	3.1%	3.0%	3.1%
Satisfied	10.2%	8.6%	12.5%	17.0%	14.3%	12.5%
Neutral	21.9%	17.2%	18.8%	16.7%	21.1%	19.1%
Dissatisfied	31.9%	36.7%	34.1%	27.8%	31.7%	32.6%
Very dissatisfied	32.4%	35.1%	31.3%	35.4%	29.9%	32.8%
 <u>Q1-8. Overall quality of services provided by City of Austin</u>						
Very satisfied	9.6%	7.8%	8.1%	10.0%	10.9%	9.2%
Satisfied	39.7%	41.5%	45.5%	40.5%	39.1%	41.3%
Neutral	33.9%	29.8%	26.8%	30.9%	28.5%	30.0%
Dissatisfied	11.7%	15.4%	13.2%	13.5%	14.5%	13.6%
Very dissatisfied	5.1%	5.5%	6.5%	5.1%	7.0%	5.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q2-1. Overall quality of City parks & recreation</u>						
Very satisfied	35.9%	30.0%	21.5%	20.7%	19.3%	25.6%
Satisfied	47.0%	47.6%	55.9%	51.8%	51.8%	50.8%
Neutral	12.3%	15.8%	15.3%	18.1%	20.1%	16.3%
Dissatisfied	4.3%	5.3%	6.6%	6.8%	6.3%	5.8%
Very dissatisfied	0.5%	1.4%	0.7%	2.6%	2.6%	1.6%
 <u>Q2-2. Overall quality of City libraries</u>						
Very satisfied	24.8%	29.2%	25.7%	19.6%	29.6%	25.7%
Satisfied	46.8%	41.8%	46.4%	51.0%	43.7%	46.1%
Neutral	23.9%	22.3%	20.4%	22.3%	21.6%	21.9%
Dissatisfied	2.8%	4.5%	6.4%	6.3%	3.2%	4.7%
Very dissatisfied	1.8%	2.2%	1.1%	0.8%	2.0%	1.6%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)</u>						
Very satisfied	26.8%	21.9%	22.1%	22.2%	25.4%	23.5%
Satisfied	45.8%	50.9%	54.1%	51.3%	48.0%	50.2%
Neutral	19.0%	16.7%	16.3%	17.8%	16.9%	17.3%
Dissatisfied	6.0%	8.6%	5.8%	6.7%	7.7%	7.1%
Very dissatisfied	2.3%	2.0%	1.6%	1.9%	2.0%	1.9%

Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)

Very satisfied	10.4%	11.3%	9.0%	9.4%	7.7%	9.5%
Satisfied	36.1%	36.1%	40.4%	30.3%	37.1%	35.9%
Neutral	35.1%	34.2%	35.1%	41.0%	40.3%	37.3%
Dissatisfied	12.7%	12.9%	10.6%	12.9%	9.0%	11.7%
Very dissatisfied	5.7%	5.5%	5.0%	6.5%	5.8%	5.8%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q2-5. Overall quality of Austin-Bergstrom International Airport</u>						
Very satisfied	30.4%	30.8%	33.6%	27.4%	25.3%	29.4%
Satisfied	49.1%	51.7%	49.4%	54.2%	54.0%	51.6%
Neutral	16.5%	13.1%	12.9%	12.5%	15.8%	14.2%
Dissatisfied	3.5%	4.1%	2.8%	4.2%	3.5%	3.7%
Very dissatisfied	0.5%	0.2%	1.4%	1.7%	1.5%	1.1%
 <u>Q2-6. Overall quality of drinking water provided by Austin Water</u>						
Very satisfied	26.9%	27.2%	28.9%	26.9%	30.7%	28.0%
Satisfied	44.6%	46.3%	48.7%	46.4%	48.7%	46.9%
Neutral	17.7%	12.7%	14.4%	16.8%	13.1%	15.0%
Dissatisfied	8.3%	10.1%	4.8%	8.5%	5.8%	7.5%
Very dissatisfied	2.6%	3.7%	3.2%	1.4%	1.7%	2.6%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q21. Your age</u>					<u>Total</u>
	<u>18-34 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	

Q2-7. Overall quality of wastewater services provided by Austin Water

Very satisfied	21.1%	20.1%	22.5%	18.9%	20.3%	20.5%
Satisfied	46.3%	46.2%	46.5%	45.5%	44.5%	45.8%
Neutral	24.1%	21.6%	20.7%	25.1%	24.2%	23.2%
Dissatisfied	6.5%	8.1%	6.6%	6.5%	7.7%	7.0%
Very dissatisfied	2.0%	4.0%	3.8%	4.1%	3.3%	3.5%

Q2-8. Overall quality of electric utility services provided by Austin Energy

Very satisfied	23.0%	20.1%	19.9%	18.6%	18.2%	19.9%
Satisfied	38.3%	49.1%	46.7%	44.3%	44.7%	44.7%
Neutral	20.3%	15.9%	18.2%	20.8%	20.2%	19.0%
Dissatisfied	10.7%	9.5%	8.4%	10.5%	12.4%	10.3%
Very dissatisfied	7.7%	5.5%	6.8%	5.9%	4.5%	6.1%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q2-9. Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)</u>						
Very satisfied	0.2%	0.9%	0.5%	0.5%	1.0%	0.6%
Satisfied	2.8%	2.1%	4.3%	4.0%	3.9%	3.4%
Neutral	9.7%	6.2%	9.1%	11.2%	12.9%	9.9%
Dissatisfied	28.5%	26.8%	25.6%	24.6%	31.1%	27.3%
Very dissatisfied	58.7%	64.0%	60.5%	59.7%	51.2%	58.9%

Q2-10. Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)

Very satisfied	0.5%	1.1%	0.7%	1.6%	1.5%	1.1%
Satisfied	10.2%	8.2%	10.5%	11.3%	10.2%	10.0%
Neutral	19.7%	15.5%	17.8%	17.0%	21.7%	18.3%
Dissatisfied	34.7%	37.8%	34.4%	32.6%	35.9%	35.1%
Very dissatisfied	35.0%	37.4%	36.7%	37.5%	30.7%	35.5%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q2-11. Overall maintenance of major City streets</u>						
Very satisfied	4.6%	4.8%	0.9%	3.9%	1.4%	3.1%
Satisfied	26.0%	24.1%	25.6%	21.3%	23.1%	24.0%
Neutral	26.2%	22.0%	27.4%	27.5%	30.1%	26.7%
Dissatisfied	28.0%	28.9%	29.9%	25.9%	27.2%	28.0%
Very dissatisfied	15.2%	20.2%	16.1%	21.3%	18.1%	18.2%
 <u>Q2-12. Overall maintenance of City sidewalks</u>						
Very satisfied	5.9%	6.1%	3.0%	4.0%	2.8%	4.4%
Satisfied	30.2%	27.3%	30.6%	26.4%	21.1%	27.2%
Neutral	30.4%	27.1%	31.6%	33.6%	39.3%	32.2%
Dissatisfied	21.1%	25.0%	22.3%	19.8%	22.9%	22.3%
Very dissatisfied	12.4%	14.5%	12.5%	16.2%	13.9%	13.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q2-13. Overall management of stormwater runoff</u>						
Very satisfied	9.7%	8.4%	6.9%	6.0%	5.5%	7.3%
Satisfied	36.3%	36.7%	35.4%	32.2%	35.6%	35.2%
Neutral	34.4%	32.7%	39.9%	38.9%	38.1%	36.9%
Dissatisfied	15.1%	13.7%	10.7%	11.3%	14.2%	12.9%
Very dissatisfied	4.6%	8.6%	7.1%	11.6%	6.6%	7.7%
 <u>Q2-14. Overall effectiveness of communication by City of Austin</u>						
Very satisfied	7.0%	7.0%	6.8%	6.0%	5.6%	6.4%
Satisfied	26.4%	30.7%	30.7%	27.3%	30.9%	29.2%
Neutral	43.8%	38.1%	41.5%	38.6%	40.3%	40.5%
Dissatisfied	13.5%	16.5%	13.7%	17.1%	14.7%	15.2%
Very dissatisfied	9.3%	7.7%	7.3%	10.9%	8.6%	8.7%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)</u>						
Very satisfied	8.5%	7.8%	9.7%	8.3%	7.4%	8.3%
Satisfied	45.3%	39.5%	37.0%	31.2%	32.0%	36.8%
Neutral	33.2%	36.4%	40.4%	43.1%	43.0%	39.5%
Dissatisfied	8.8%	10.3%	9.1%	12.5%	11.7%	10.5%
Very dissatisfied	4.2%	6.0%	3.8%	4.9%	5.8%	4.9%

Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)

Very satisfied	5.4%	3.0%	1.8%	3.1%	2.9%	3.2%
Satisfied	21.1%	18.7%	18.5%	15.3%	16.0%	17.8%
Neutral	34.8%	33.6%	35.4%	30.5%	32.4%	33.2%
Dissatisfied	19.6%	24.0%	24.0%	25.4%	27.3%	24.2%
Very dissatisfied	19.0%	20.7%	20.3%	25.7%	21.4%	21.5%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q2-17. Overall quality of development review, permitting & inspection services</u>						
Very satisfied	4.5%	2.2%	1.5%	2.5%	2.9%	2.7%
Satisfied	15.6%	15.1%	14.7%	12.2%	11.5%	13.8%
Neutral	39.4%	33.8%	37.2%	29.3%	32.4%	34.3%
Dissatisfied	18.7%	23.1%	22.8%	27.1%	29.1%	24.3%
Very dissatisfied	21.8%	25.8%	23.7%	29.0%	24.1%	25.0%
 <u>Q2-18. Animal services (shelter, adoptions, animal control, etc.)</u>						
Very satisfied	28.5%	26.6%	19.1%	13.1%	12.3%	19.8%
Satisfied	46.5%	46.5%	50.3%	46.2%	39.0%	45.7%
Neutral	22.0%	19.4%	25.7%	31.1%	36.8%	27.1%
Dissatisfied	2.3%	5.0%	2.5%	5.2%	8.5%	4.7%
Very dissatisfied	0.8%	2.5%	2.5%	4.4%	3.4%	2.7%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q3. Sum of top 4 choices</u>						
Overall quality of City parks & recreation	30.2%	25.9%	19.5%	14.6%	10.7%	20.2%
Overall quality of City libraries	8.4%	7.6%	8.5%	5.0%	6.2%	7.1%
Overall quality of public safety services (i.e. police, fire & ambulance)	42.7%	47.8%	47.1%	47.8%	39.0%	44.8%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	5.2%	3.8%	6.3%	4.3%	3.6%	4.7%
Overall quality of Austin-Bergstrom International Airport	7.7%	4.9%	5.8%	5.5%	6.2%	6.0%
Overall quality of drinking water provided by Austin Water	34.8%	35.9%	38.1%	36.7%	31.6%	35.3%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q3. Sum of top 4 choices (cont.)</u>						
Overall quality of wastewater services provided by Austin Water	7.0%	8.9%	8.7%	9.3%	9.0%	8.6%
Overall quality of electric utility services provided by Austin Energy	15.3%	16.3%	16.8%	21.0%	17.6%	17.3%
Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	67.3%	66.3%	58.3%	54.0%	54.2%	60.1%
Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	40.4%	45.8%	41.9%	44.2%	39.9%	42.4%
Overall maintenance of major City streets	21.4%	21.4%	22.6%	26.0%	24.7%	23.2%
Overall maintenance of City sidewalks	9.9%	7.1%	9.0%	3.6%	4.5%	6.9%
Overall management of stormwater runoff	4.7%	3.8%	2.2%	6.2%	4.0%	4.2%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q3. Sum of top 4 choices (cont.)</u>						
Overall effectiveness of communication by City of Austin	6.8%	4.7%	4.9%	5.5%	8.3%	6.0%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	22.8%	18.5%	19.5%	18.0%	16.4%	19.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	20.3%	23.2%	23.1%	26.0%	20.2%	22.5%
Overall quality of development review, permitting & inspection services	9.9%	10.7%	8.7%	12.3%	12.1%	10.7%
Animal services (shelter, adoptions, animal control, etc.)	6.1%	6.9%	5.6%	7.5%	5.5%	6.4%
None chosen	8.4%	9.2%	11.0%	12.1%	19.2%	12.0%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q4-1. I feel safe in my neighborhood during the day</u>						
Strongly agree	53.4%	51.6%	49.8%	38.8%	41.9%	47.1%
Agree	38.0%	40.3%	41.7%	49.5%	46.7%	43.1%
Neutral	5.9%	4.7%	5.8%	6.7%	8.2%	6.4%
Disagree	2.0%	2.5%	1.3%	4.1%	2.7%	2.5%
Strongly disagree	0.7%	0.9%	1.3%	0.9%	0.5%	0.9%
 <u>Q4-2. I feel safe in my neighborhood at night</u>						
Strongly agree	27.5%	29.3%	30.0%	21.3%	26.6%	27.0%
Agree	43.9%	40.6%	46.9%	51.1%	45.7%	45.5%
Neutral	13.9%	14.4%	12.3%	12.6%	14.5%	13.6%
Disagree	10.7%	11.5%	8.5%	10.6%	10.4%	10.3%
Strongly disagree	4.1%	4.1%	2.2%	4.4%	2.9%	3.6%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q4-3. I feel safe in City parks</u>						
Strongly agree	27.8%	21.3%	21.1%	13.5%	13.1%	19.5%
Agree	51.5%	49.8%	48.0%	42.6%	39.7%	46.7%
Neutral	15.0%	18.5%	21.8%	30.6%	35.4%	23.8%
Disagree	4.0%	8.3%	7.3%	10.8%	9.4%	7.9%
Strongly disagree	1.7%	2.1%	1.9%	2.5%	2.3%	2.0%
 <u>Q4-4. I feel safe walking alone downtown during the day</u>						
Strongly agree	40.7%	37.3%	34.9%	24.9%	24.7%	32.7%
Agree	41.7%	45.0%	45.9%	44.3%	46.9%	44.8%
Neutral	10.4%	8.4%	12.8%	17.9%	17.0%	13.1%
Disagree	5.8%	6.4%	4.1%	9.1%	9.0%	6.8%
Strongly disagree	1.4%	3.0%	2.3%	3.8%	2.4%	2.6%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q4-5. I feel safe walking alone downtown at night</u>						
Strongly agree	8.8%	10.8%	5.0%	4.0%	3.2%	6.5%
Agree	26.7%	21.4%	26.8%	19.3%	17.8%	22.6%
Neutral	25.7%	25.1%	23.9%	25.6%	28.6%	25.7%
Disagree	24.0%	26.2%	29.6%	30.6%	30.3%	28.0%
Strongly disagree	14.8%	16.6%	14.7%	20.6%	20.1%	17.2%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)</u>						
Very satisfied	7.2%	3.8%	4.1%	3.5%	2.4%	4.3%
Satisfied	38.3%	40.0%	36.1%	32.6%	32.7%	35.9%
Neutral	26.3%	17.9%	26.3%	25.8%	34.4%	26.0%
Dissatisfied	21.9%	24.2%	24.5%	26.9%	24.1%	24.3%
Very dissatisfied	6.2%	14.0%	9.1%	11.2%	6.3%	9.4%

Q5-2. Condition of streets in your neighborhood (residential streets)

Very satisfied	16.9%	15.3%	13.3%	8.0%	12.7%	13.3%
Satisfied	45.5%	45.4%	45.1%	45.7%	48.3%	46.0%
Neutral	17.4%	17.5%	18.3%	22.3%	19.6%	18.9%
Dissatisfied	14.0%	15.1%	15.8%	16.8%	12.9%	15.0%
Very dissatisfied	6.2%	6.7%	7.4%	7.1%	6.5%	6.8%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)</u>						
Very satisfied	14.0%	15.3%	12.6%	8.2%	12.1%	12.5%
Satisfied	41.0%	36.5%	41.9%	43.1%	42.7%	41.0%
Neutral	19.3%	18.6%	19.8%	23.0%	22.0%	20.4%
Dissatisfied	16.6%	19.5%	17.9%	19.3%	14.8%	17.6%
Very dissatisfied	9.2%	10.1%	7.9%	6.4%	8.3%	8.5%
 <u>Q5-4. Timing of traffic signals on City streets</u>						
Very satisfied	5.5%	5.4%	3.2%	3.7%	3.6%	4.4%
Satisfied	32.7%	33.9%	38.1%	28.5%	33.5%	33.3%
Neutral	28.6%	25.1%	24.3%	28.9%	30.6%	27.5%
Dissatisfied	20.5%	23.8%	22.4%	23.4%	21.6%	22.4%
Very dissatisfied	12.7%	11.8%	12.0%	15.5%	10.7%	12.4%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q5-5. Adequacy of street lighting in your community

Very satisfied	9.8%	11.1%	9.3%	8.7%	11.5%	10.1%
Satisfied	38.7%	42.4%	43.4%	43.7%	39.6%	41.6%
Neutral	22.9%	17.5%	21.9%	24.8%	24.8%	22.3%
Dissatisfied	20.6%	21.1%	19.9%	17.2%	17.2%	19.2%
Very dissatisfied	8.0%	7.9%	5.4%	5.5%	6.9%	6.8%

Q5-6. Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)

Very satisfied	10.3%	10.4%	8.8%	9.1%	7.9%	9.4%
Satisfied	35.4%	36.7%	40.4%	40.8%	36.5%	37.8%
Neutral	22.7%	17.3%	21.8%	26.8%	29.4%	23.6%
Dissatisfied	20.4%	22.4%	20.6%	14.0%	19.5%	19.3%
Very dissatisfied	11.2%	13.2%	8.4%	9.3%	6.6%	9.8%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)

Very satisfied	10.9%	8.4%	11.7%	9.1%	13.4%	10.7%
Satisfied	30.4%	35.7%	34.4%	31.3%	25.4%	31.6%
Neutral	24.5%	27.3%	33.7%	33.7%	38.2%	31.3%
Dissatisfied	25.3%	19.1%	12.5%	15.3%	11.9%	16.8%
Very dissatisfied	8.8%	9.4%	7.7%	10.6%	11.0%	9.6%

Q5-8. Off-street bicycle accessibility (City's urban trail network)

Very satisfied	18.4%	12.7%	14.9%	13.5%	14.6%	14.9%
Satisfied	35.0%	39.9%	40.3%	35.6%	27.9%	36.0%
Neutral	28.2%	29.5%	34.3%	39.8%	44.6%	34.8%
Dissatisfied	13.6%	12.4%	7.7%	7.8%	6.6%	9.7%
Very dissatisfied	4.7%	5.5%	2.8%	3.3%	6.3%	4.6%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q5-9. Mowing & trimming along City streets</u>						
Very satisfied	14.7%	10.3%	8.5%	5.6%	5.8%	9.0%
Satisfied	41.1%	36.9%	40.1%	35.8%	33.1%	37.4%
Neutral	24.4%	26.5%	29.4%	30.2%	35.3%	29.2%
Dissatisfied	13.0%	17.1%	15.1%	17.6%	17.8%	16.2%
Very dissatisfied	6.8%	9.2%	6.9%	10.8%	8.0%	8.3%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q6. Sum of top 3 choices</u>						
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	70.7%	74.8%	76.0%	72.4%	63.7%	71.6%
Condition of streets in your neighborhood (residential streets)	37.0%	41.7%	42.4%	47.8%	39.7%	41.5%
Condition of sidewalks in your neighborhood (if sidewalks exist)	18.1%	16.1%	18.4%	18.9%	18.5%	17.9%
Timing of traffic signals on City streets	39.5%	40.0%	46.6%	45.6%	46.3%	43.6%
Adequacy of street lighting in your community	26.9%	27.0%	25.8%	28.5%	34.2%	28.3%
Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)	35.4%	35.3%	26.7%	25.7%	22.6%	29.2%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q6. Sum of top 3 choices (cont.)</u>						
On-street bicycle accessibility (City's bicycle lane system/ network)	26.9%	25.9%	19.3%	14.4%	11.9%	19.8%
Off-street bicycle accessibility (City's urban trail network)	10.8%	8.3%	7.2%	3.6%	4.5%	7.0%
Mowing & trimming along City streets	10.2%	14.7%	17.3%	15.3%	19.0%	15.3%
None chosen	7.0%	4.9%	5.6%	8.2%	10.9%	7.4%

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q7-1. Overall quality of police services</u>						
Very satisfied	18.4%	15.3%	19.3%	15.7%	21.2%	18.0%
Satisfied	47.0%	51.4%	52.4%	54.5%	52.0%	51.4%
Neutral	23.6%	19.6%	18.5%	20.5%	19.6%	20.4%
Dissatisfied	7.9%	10.2%	7.6%	7.2%	5.1%	7.6%
Very dissatisfied	3.1%	3.6%	2.2%	2.2%	2.0%	2.6%
 <u>Q7-2. Speed of police response (how quickly police respond to emergencies)</u>						
Very satisfied	17.9%	16.4%	19.1%	17.1%	20.8%	18.3%
Satisfied	42.2%	44.3%	44.4%	46.8%	46.8%	44.9%
Neutral	23.6%	23.6%	26.4%	24.6%	24.5%	24.6%
Dissatisfied	10.5%	9.2%	7.0%	8.4%	6.1%	8.3%
Very dissatisfied	5.7%	6.6%	3.0%	3.2%	1.8%	4.0%

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q7-3. Enforcement of local traffic laws</u>						
Very satisfied	13.5%	9.5%	13.8%	7.8%	8.8%	10.7%
Satisfied	38.7%	39.3%	36.4%	39.7%	41.4%	39.0%
Neutral	28.6%	27.8%	29.2%	30.9%	26.7%	28.8%
Dissatisfied	12.2%	14.4%	13.8%	14.4%	17.1%	14.3%
Very dissatisfied	6.9%	9.0%	6.9%	7.3%	5.9%	7.1%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q7-4. Overall quality of fire services</u>						
Very satisfied	38.0%	36.2%	39.4%	33.1%	33.9%	35.9%
Satisfied	44.9%	47.2%	45.5%	51.4%	52.0%	48.4%
Neutral	16.4%	15.3%	14.3%	15.0%	13.2%	14.8%
Dissatisfied	0.4%	0.7%	0.6%	0.3%	0.6%	0.5%
Very dissatisfied	0.4%	0.7%	0.3%	0.3%	0.3%	0.4%

Q7-5. Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)

Very satisfied	40.1%	37.5%	39.9%	34.5%	36.7%	37.5%
Satisfied	40.9%	44.4%	42.2%	47.1%	46.3%	44.4%
Neutral	17.8%	16.7%	17.2%	17.4%	15.7%	17.0%
Dissatisfied	0.8%	0.7%	0.3%	0.6%	0.6%	0.6%
Very dissatisfied	0.4%	0.7%	0.3%	0.3%	0.6%	0.5%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

N=2215

	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q7-6. Medical assistance provided by EMS (overall quality of ambulance services)

Very satisfied	39.3%	35.2%	36.4%	33.3%	39.6%	36.6%
Satisfied	41.7%	43.9%	46.6%	49.6%	45.5%	45.8%
Neutral	16.9%	17.8%	15.7%	15.3%	13.8%	15.8%
Dissatisfied	0.8%	1.5%	1.0%	0.9%	0.6%	0.9%
Very dissatisfied	1.2%	1.5%	0.3%	0.9%	0.6%	0.9%

Q7-7. Timeliness of EMS response to emergency location

Very satisfied	35.5%	34.7%	35.3%	34.0%	38.3%	35.6%
Satisfied	43.7%	46.2%	48.0%	48.8%	46.0%	46.7%
Neutral	17.3%	17.6%	15.4%	15.0%	13.6%	15.7%
Dissatisfied	2.2%	0.8%	1.0%	1.5%	1.5%	1.4%
Very dissatisfied	1.3%	0.8%	0.3%	0.6%	0.6%	0.7%

Q8. Which TWO of the public safety services listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q8. Sum of top 2 choices</u>						
Overall quality of police services	51.7%	51.8%	52.2%	49.9%	43.0%	49.8%
Speed of police response (how quickly police respond to emergencies)	33.6%	36.8%	35.2%	33.9%	29.5%	33.7%
Enforcement of local traffic laws	8.6%	9.2%	9.4%	10.7%	11.2%	9.8%
Overall quality of fire services	24.6%	25.0%	27.4%	25.7%	25.7%	25.6%
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	21.7%	24.3%	24.4%	26.0%	25.9%	24.4%
Medical assistance provided by EMS (overall quality of ambulance services)	14.9%	13.4%	13.0%	13.7%	18.1%	14.5%
Timeliness of EMS response to emergency location	25.1%	22.5%	18.2%	18.0%	22.3%	21.1%
None chosen	9.3%	7.4%	9.2%	10.3%	11.2%	9.6%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q9-1. Water & wastewater utility response time to emergencies</u>						
Very satisfied	12.9%	15.5%	11.3%	7.9%	6.2%	10.3%
Satisfied	39.5%	35.6%	39.9%	43.6%	45.9%	41.1%
Neutral	30.5%	37.2%	40.3%	39.7%	39.7%	38.1%
Dissatisfied	13.8%	6.7%	6.0%	6.9%	5.5%	7.4%
Very dissatisfied	3.3%	5.0%	2.5%	2.0%	2.7%	3.1%
 <u>Q9-2. Water Conservation programs within Austin</u>						
Very satisfied	15.5%	14.8%	14.2%	10.8%	8.5%	12.6%
Satisfied	37.2%	40.4%	40.8%	39.9%	47.1%	41.2%
Neutral	29.4%	28.9%	30.6%	35.2%	29.1%	30.6%
Dissatisfied	12.7%	11.5%	11.6%	10.6%	10.1%	11.3%
Very dissatisfied	5.3%	4.4%	2.8%	3.5%	5.3%	4.4%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q9-3. Energy Conservation program</u>						
Very satisfied	14.4%	13.0%	16.5%	11.3%	9.8%	12.9%
Satisfied	34.7%	41.9%	36.4%	38.5%	45.7%	39.6%
Neutral	33.7%	29.2%	32.7%	37.7%	32.4%	33.2%
Dissatisfied	11.3%	11.7%	12.2%	8.7%	8.2%	10.4%
Very dissatisfied	5.8%	4.2%	2.1%	3.8%	3.7%	4.0%
 <u>Q9-4. Water quality of lakes & streams</u>						
Very satisfied	13.0%	10.2%	11.0%	7.9%	10.2%	10.4%
Satisfied	38.5%	43.7%	44.1%	46.2%	49.3%	44.2%
Neutral	27.6%	24.6%	26.9%	29.8%	30.3%	27.9%
Dissatisfied	14.3%	16.2%	15.5%	14.3%	9.1%	14.0%
Very dissatisfied	6.5%	5.3%	2.5%	1.8%	1.1%	3.5%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q9-5. Flood control efforts</u>						
Very satisfied	9.0%	6.9%	7.6%	6.3%	7.8%	7.5%
Satisfied	33.9%	38.2%	42.5%	42.0%	39.7%	39.3%
Neutral	35.1%	37.1%	34.3%	31.5%	35.8%	34.6%
Dissatisfied	17.1%	10.8%	12.3%	14.2%	13.7%	13.7%
Very dissatisfied	5.0%	6.9%	3.3%	6.0%	3.1%	4.9%

Q10. Which TWO of the environmental services listed in Question 9 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q10. Sum of top 2 choices</u>						
Water & wastewater utility response time to emergencies	25.3%	35.3%	37.0%	37.1%	37.5%	34.2%
Water Conservation programs within Austin	40.4%	44.6%	35.0%	29.6%	31.6%	36.3%
Energy Conservation program	37.2%	33.0%	27.6%	23.7%	25.9%	29.5%
Water quality of lakes & streams	43.1%	37.3%	41.7%	45.8%	33.0%	40.2%
Flood control efforts	31.8%	30.6%	39.7%	41.5%	41.1%	36.9%
None chosen	10.4%	8.9%	8.7%	10.5%	14.7%	10.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11-1. Number of City of Austin parks</u>						
Very satisfied	34.1%	29.1%	23.6%	18.2%	17.3%	24.6%
Satisfied	45.6%	46.0%	51.2%	52.1%	48.1%	48.6%
Neutral	11.5%	15.9%	16.8%	17.2%	27.3%	17.5%
Dissatisfied	6.9%	7.9%	6.5%	10.2%	5.4%	7.4%
Very dissatisfied	1.9%	1.2%	1.9%	2.4%	1.9%	1.8%

Q11-2. Number of City of Austin walking/biking trails

Very satisfied	32.8%	23.5%	22.3%	20.0%	21.1%	24.0%
Satisfied	42.5%	50.8%	48.5%	49.1%	46.8%	47.7%
Neutral	12.7%	14.5%	18.5%	19.8%	25.1%	17.9%
Dissatisfied	9.8%	9.5%	9.3%	10.1%	5.9%	8.9%
Very dissatisfied	2.2%	1.7%	1.4%	1.0%	1.1%	1.5%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11-3. Appearance of City of Austin park grounds located in Austin</u>						
Very satisfied	30.4%	21.8%	19.7%	16.2%	15.4%	20.8%
Satisfied	51.8%	51.3%	55.8%	52.6%	50.5%	52.5%
Neutral	12.9%	20.6%	18.3%	21.0%	25.3%	19.5%
Dissatisfied	2.9%	5.3%	4.2%	8.1%	7.2%	5.5%
Very dissatisfied	1.9%	0.9%	2.1%	2.1%	1.6%	1.7%

Q11-4. Overall quality of City of Austin parks & recreation programs or classes offered by City

Very satisfied	26.7%	21.2%	19.4%	13.2%	16.3%	19.2%
Satisfied	47.2%	47.4%	47.7%	44.2%	44.2%	46.1%
Neutral	18.8%	22.4%	27.5%	30.4%	33.0%	26.6%
Dissatisfied	5.6%	7.5%	4.9%	9.4%	5.1%	6.5%
Very dissatisfied	1.7%	1.6%	0.6%	2.8%	1.3%	1.6%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11-5. Quality of youth athletic programs offered by City</u>						
Very satisfied	18.3%	12.4%	17.3%	6.9%	11.4%	12.8%
Satisfied	35.9%	33.0%	30.7%	36.1%	29.2%	32.7%
Neutral	34.0%	36.2%	41.3%	41.6%	47.9%	40.9%
Dissatisfied	7.8%	15.1%	9.3%	12.9%	8.7%	10.8%
Very dissatisfied	3.9%	3.2%	1.3%	2.6%	2.7%	2.7%

Q11-6. Quality of adult athletic programs offered by City

Very satisfied	17.4%	10.6%	11.0%	5.6%	10.4%	10.6%
Satisfied	34.3%	36.2%	34.4%	35.9%	27.1%	33.5%
Neutral	34.3%	37.2%	42.7%	41.6%	53.4%	42.2%
Dissatisfied	10.1%	12.6%	11.0%	13.4%	7.2%	10.9%
Very dissatisfied	3.9%	3.5%	0.9%	3.5%	1.8%	2.8%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q21. Your age</u>					<u>Total</u>
	<u>18-34 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	
<u>Q11-7. Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)</u>						
Very satisfied	19.0%	13.6%	9.2%	9.5%	10.0%	12.2%
Satisfied	49.0%	38.6%	47.5%	45.4%	42.9%	44.5%
Neutral	22.8%	34.8%	34.5%	35.9%	40.0%	33.7%
Dissatisfied	6.1%	10.8%	6.6%	6.5%	5.4%	7.2%
Very dissatisfied	3.1%	2.2%	2.2%	2.6%	1.8%	2.4%

Q11-8. Safety of equipment or playscapes in City of Austin parks

Very satisfied	22.5%	19.4%	14.4%	7.8%	9.6%	14.7%
Satisfied	44.3%	50.3%	52.4%	48.8%	41.0%	47.6%
Neutral	24.0%	22.3%	26.5%	35.0%	43.0%	29.8%
Dissatisfied	6.1%	7.4%	5.1%	6.7%	4.8%	6.1%
Very dissatisfied	3.1%	0.6%	1.6%	1.8%	1.6%	1.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11-9. Overall satisfaction with City of Austin swimming pools</u>						
Very satisfied	20.4%	18.5%	10.3%	8.1%	7.7%	13.0%
Satisfied	48.6%	38.8%	42.4%	42.5%	32.1%	40.8%
Neutral	19.4%	23.0%	28.2%	28.1%	37.6%	27.2%
Dissatisfied	7.8%	12.7%	13.8%	14.7%	16.8%	13.2%
Very dissatisfied	3.7%	7.0%	5.3%	6.6%	5.8%	5.7%
 <u>Q11-10. Satisfaction with City of Austin aquatic programs or classes</u>						
Very satisfied	16.1%	12.0%	10.6%	6.2%	3.8%	9.3%
Satisfied	34.2%	40.0%	38.7%	34.8%	27.7%	35.0%
Neutral	40.4%	29.0%	40.0%	48.5%	57.3%	43.5%
Dissatisfied	5.0%	13.5%	7.2%	9.3%	8.9%	8.8%
Very dissatisfied	4.3%	5.5%	3.4%	1.3%	2.3%	3.4%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11-11. Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)</u>						
Very satisfied	22.1%	18.4%	18.2%	10.4%	10.7%	15.9%
Satisfied	47.4%	49.0%	47.0%	47.1%	48.2%	47.8%
Neutral	24.2%	24.1%	27.4%	31.8%	32.5%	28.0%
Dissatisfied	3.9%	5.8%	5.4%	7.9%	8.0%	6.2%
Very dissatisfied	2.4%	2.7%	2.0%	2.7%	0.6%	2.2%
 <u>Q11-12. Cleanliness of library facilities</u>						
Very satisfied	28.6%	26.5%	23.8%	18.3%	23.3%	23.8%
Satisfied	51.5%	49.7%	50.4%	51.5%	49.8%	50.6%
Neutral	16.9%	17.3%	21.2%	23.0%	21.8%	20.2%
Dissatisfied	1.7%	3.6%	3.8%	4.1%	3.6%	3.4%
Very dissatisfied	1.3%	3.0%	0.9%	3.2%	1.5%	2.0%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q11-13. Library programs

Very satisfied	29.1%	26.5%	22.4%	13.7%	21.5%	22.2%
Satisfied	45.3%	40.9%	45.5%	49.0%	44.4%	45.1%
Neutral	20.9%	23.0%	26.0%	31.0%	30.4%	26.5%
Dissatisfied	3.4%	7.9%	5.2%	4.7%	2.7%	4.8%
Very dissatisfied	1.3%	1.7%	1.0%	1.7%	1.0%	1.3%

Q11-14. Materials at libraries

Very satisfied	25.8%	28.7%	20.6%	14.3%	19.1%	21.5%
Satisfied	47.3%	41.3%	50.0%	47.0%	44.1%	46.1%
Neutral	19.8%	22.0%	22.6%	30.4%	29.9%	25.1%
Dissatisfied	4.9%	6.1%	5.3%	6.0%	6.2%	5.7%
Very dissatisfied	2.1%	1.8%	1.5%	2.4%	0.6%	1.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11-15. Library hours</u>						
Very satisfied	24.2%	22.0%	15.7%	12.2%	15.1%	17.6%
Satisfied	45.6%	48.6%	45.8%	45.1%	48.1%	46.6%
Neutral	18.2%	19.5%	24.2%	33.4%	28.1%	25.0%
Dissatisfied	9.8%	6.8%	10.8%	6.9%	7.1%	8.3%
Very dissatisfied	2.1%	3.1%	3.5%	2.4%	1.5%	2.5%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q12. Sum of top 3 choices</u>						
Number of City of Austin parks	40.6%	38.8%	38.6%	37.1%	27.3%	36.4%
Number of City of Austin walking/biking trails	31.6%	35.7%	30.0%	26.0%	17.8%	28.2%
Appearance of City of Austin park grounds located in Austin	29.3%	33.5%	32.5%	31.7%	25.4%	30.5%
Overall quality of City of Austin parks & recreation programs or classes offered by City	20.3%	17.4%	16.8%	18.2%	18.3%	18.1%
Quality of youth athletic programs offered by City	15.1%	13.6%	12.1%	18.0%	16.6%	15.1%
Quality of adult athletic programs offered by City	3.8%	2.7%	5.2%	6.6%	4.5%	4.6%
Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	7.4%	8.0%	12.6%	8.0%	12.6%	9.8%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q12. Sum of top 3 choices (Cont.)</u>						
Safety of equipment or playscapes in City of Austin parks	17.6%	22.3%	16.6%	19.1%	19.2%	19.0%
Overall satisfaction with City of Austin swimming pools	20.3%	19.6%	21.1%	18.5%	20.0%	19.8%
Satisfaction with City of Austin aquatic programs or classes	2.5%	2.0%	3.6%	2.1%	2.4%	2.5%
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	28.0%	25.7%	26.2%	33.5%	32.5%	29.2%
Cleanliness of library facilities	4.5%	4.7%	6.3%	4.6%	5.7%	5.2%
Library programs	13.5%	17.0%	11.9%	10.7%	14.5%	13.5%
Materials at libraries	15.6%	18.8%	17.3%	15.7%	16.9%	16.7%
Library hours	5.9%	6.3%	10.8%	6.8%	7.1%	7.3%
None chosen	13.3%	9.4%	10.3%	13.0%	17.8%	12.9%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13-1. Quality of residential garbage collection</u>						
Very satisfied	32.5%	33.4%	34.8%	31.4%	38.4%	33.9%
Satisfied	47.9%	49.6%	52.1%	54.4%	48.1%	50.6%
Neutral	11.7%	8.2%	8.3%	7.4%	8.0%	8.6%
Dissatisfied	5.2%	6.4%	3.9%	4.8%	4.7%	5.1%
Very dissatisfied	2.7%	2.4%	0.9%	1.9%	0.7%	1.7%
 <u>Q13-2. Quality of residential yard waste collection</u>						
Very satisfied	28.8%	30.4%	31.5%	30.3%	34.4%	31.0%
Satisfied	43.8%	45.2%	50.2%	52.1%	45.6%	47.6%
Neutral	17.1%	14.3%	10.7%	10.5%	14.3%	13.3%
Dissatisfied	7.6%	8.0%	5.4%	5.4%	4.2%	6.1%
Very dissatisfied	2.6%	2.0%	2.2%	1.7%	1.6%	2.0%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13-3. Quality of residential curbside recycling services</u>						
Very satisfied	31.9%	36.8%	35.9%	32.5%	38.8%	35.1%
Satisfied	41.7%	44.9%	48.5%	50.0%	41.6%	45.5%
Neutral	12.9%	7.3%	10.2%	9.7%	13.8%	10.8%
Dissatisfied	9.2%	8.5%	4.5%	5.6%	4.6%	6.4%
Very dissatisfied	4.2%	2.4%	1.0%	2.2%	1.3%	2.2%
 <u>Q13-4. Household hazardous waste disposal service</u>						
Very satisfied	16.8%	15.8%	15.0%	16.7%	16.4%	16.1%
Satisfied	36.2%	34.3%	35.7%	33.1%	32.6%	34.3%
Neutral	25.9%	29.7%	27.1%	26.8%	28.2%	27.6%
Dissatisfied	13.4%	15.8%	16.5%	16.1%	18.2%	16.2%
Very dissatisfied	7.8%	4.3%	5.6%	7.2%	4.7%	5.8%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13-5. Bulky item pick-up/removal services</u>						
Very satisfied	21.5%	26.0%	26.1%	26.7%	25.9%	25.2%
Satisfied	37.2%	40.1%	50.9%	47.8%	43.8%	44.3%
Neutral	21.1%	17.2%	14.4%	15.6%	21.1%	17.8%
Dissatisfied	14.2%	13.3%	7.7%	7.2%	7.4%	9.8%
Very dissatisfied	6.0%	3.4%	1.0%	2.7%	1.8%	2.9%
 <u>Q13-6. Reliability of your electric service</u>						
Very satisfied	36.7%	37.9%	37.8%	29.6%	33.2%	35.0%
Satisfied	46.6%	47.4%	45.5%	54.1%	49.0%	48.5%
Neutral	9.5%	10.4%	10.7%	10.9%	15.1%	11.3%
Dissatisfied	4.4%	3.1%	5.3%	3.6%	1.3%	3.6%
Very dissatisfied	2.9%	1.2%	0.7%	1.7%	1.5%	1.6%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13-7. Safety of your drinking water</u>						
Very satisfied	33.8%	33.7%	33.4%	28.4%	32.3%	32.3%
Satisfied	44.0%	43.1%	45.6%	47.1%	46.5%	45.2%
Neutral	11.7%	13.8%	13.2%	16.8%	14.3%	13.9%
Dissatisfied	7.3%	6.6%	4.9%	5.8%	5.0%	6.0%
Very dissatisfied	3.2%	2.8%	2.8%	1.9%	2.0%	2.6%
 <u>Q13-8. Cleanliness of City streets & public areas</u>						
Very satisfied	18.5%	18.3%	17.3%	11.1%	12.9%	15.6%
Satisfied	48.3%	45.6%	47.0%	47.1%	50.6%	47.8%
Neutral	19.4%	18.1%	20.7%	25.8%	24.3%	21.7%
Dissatisfied	10.2%	14.0%	11.8%	13.5%	10.4%	11.9%
Very dissatisfied	3.6%	3.9%	3.2%	2.6%	1.7%	3.0%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13-9. Cleanliness of your neighborhood</u>						
Very satisfied	26.5%	22.2%	24.3%	18.7%	21.1%	22.5%
Satisfied	41.4%	49.0%	49.4%	45.1%	52.2%	47.5%
Neutral	17.5%	14.4%	14.5%	22.0%	17.2%	17.0%
Dissatisfied	9.0%	10.1%	8.4%	11.7%	8.1%	9.4%
Very dissatisfied	5.7%	4.3%	3.4%	2.6%	1.5%	3.5%
 <u>Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings</u>						
Very satisfied	10.6%	7.4%	9.5%	6.7%	5.9%	7.9%
Satisfied	30.5%	28.7%	31.5%	29.2%	29.9%	29.9%
Neutral	31.1%	25.9%	27.2%	25.5%	33.5%	28.7%
Dissatisfied	17.6%	25.6%	20.6%	27.1%	20.9%	22.4%
Very dissatisfied	10.3%	12.4%	11.1%	11.5%	9.8%	11.1%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13-11. Enforcement of local codes & ordinances</u>						
Very satisfied	11.8%	8.1%	9.1%	6.4%	5.4%	8.0%
Satisfied	35.0%	32.6%	34.1%	29.1%	32.1%	32.4%
Neutral	35.3%	31.4%	36.9%	36.9%	38.7%	35.9%
Dissatisfied	11.8%	17.7%	11.9%	15.9%	15.0%	14.6%
Very dissatisfied	6.2%	10.2%	8.0%	11.7%	8.7%	9.0%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q14. Sum of top 3 choices</u>						
Quality of residential garbage collection	35.7%	41.7%	43.3%	39.0%	44.2%	40.6%
Quality of residential yard waste collection	3.6%	7.1%	5.8%	8.4%	8.3%	6.6%
Quality of residential curbside recycling services	27.1%	25.7%	18.2%	18.2%	16.4%	21.0%
Household hazardous waste disposal service	6.8%	7.4%	11.2%	11.2%	12.8%	9.8%
Bulky item pick-up/removal services	8.4%	8.0%	9.2%	12.5%	11.6%	9.9%
Reliability of your electric service	37.2%	41.7%	43.3%	42.4%	38.5%	40.6%
Safety of your drinking water	60.7%	59.4%	58.3%	56.0%	55.3%	58.0%
Cleanliness of City streets & public areas	34.5%	29.5%	27.1%	23.0%	21.1%	27.1%
Cleanliness of your neighborhood	17.8%	15.6%	14.3%	13.0%	12.1%	14.5%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q14. Sum of top 3 choices (cont.)</u>						
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	16.7%	20.5%	20.4%	23.7%	23.0%	20.8%
Enforcement of local codes & ordinances	12.6%	15.0%	16.6%	19.6%	17.3%	16.2%
None chosen	12.2%	8.5%	9.6%	10.0%	11.6%	10.6%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q15-1. Austin Energy customer service</u>						
Very satisfied	17.8%	19.8%	21.4%	17.3%	19.2%	19.1%
Satisfied	42.2%	45.1%	49.5%	47.9%	53.0%	47.6%
Neutral	21.4%	22.0%	18.7%	24.3%	21.4%	21.7%
Dissatisfied	10.2%	9.0%	7.0%	7.1%	4.6%	7.5%
Very dissatisfied	8.4%	4.1%	3.5%	3.4%	1.9%	4.2%
 <u>Q15-2. Water & wastewater utility customer service</u>						
Very satisfied	15.7%	18.0%	18.3%	15.2%	14.6%	16.3%
Satisfied	45.5%	42.9%	46.9%	45.1%	50.7%	46.2%
Neutral	27.3%	26.3%	25.7%	25.9%	24.0%	25.8%
Dissatisfied	6.3%	8.6%	6.6%	10.1%	7.7%	8.0%
Very dissatisfied	5.2%	4.1%	2.6%	3.7%	3.0%	3.7%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q15-3. Helpfulness of library staff</u>						
Very satisfied	47.6%	46.7%	45.0%	31.6%	40.7%	42.1%
Satisfied	37.5%	41.1%	35.5%	44.0%	36.8%	39.0%
Neutral	14.1%	11.2%	17.7%	22.8%	21.5%	17.6%
Dissatisfied	0.4%	0.6%	1.5%	0.9%	0.0%	0.7%
Very dissatisfied	0.4%	0.3%	0.3%	0.6%	1.0%	0.5%

Q15-4. Overall quality of customer service provided by City of Austin

Very satisfied	19.1%	19.4%	17.3%	15.0%	16.2%	17.3%
Satisfied	45.3%	43.0%	45.9%	40.6%	45.3%	43.8%
Neutral	25.3%	28.2%	28.9%	34.4%	29.3%	29.5%
Dissatisfied	6.8%	5.4%	6.0%	7.7%	7.1%	6.6%
Very dissatisfied	3.5%	3.9%	1.8%	2.2%	2.1%	2.7%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q15-5. Services provided by City's 3-1-1 assistance telephone number</u>						
Very satisfied	31.8%	31.5%	30.9%	26.4%	26.6%	29.2%
Satisfied	38.4%	42.9%	46.2%	43.5%	44.4%	43.3%
Neutral	19.0%	18.4%	18.2%	20.8%	24.6%	20.3%
Dissatisfied	7.3%	3.9%	3.8%	6.7%	3.2%	4.9%
Very dissatisfied	3.5%	3.3%	0.9%	2.5%	1.2%	2.2%

Q15-6. Review services for residential & commercial building plans

Very satisfied	9.1%	9.3%	6.8%	4.7%	6.4%	7.1%
Satisfied	24.7%	25.7%	18.6%	16.0%	13.6%	19.3%
Neutral	33.9%	33.6%	40.3%	41.8%	45.5%	39.4%
Dissatisfied	16.1%	15.9%	21.2%	18.0%	17.9%	17.9%
Very dissatisfied	16.1%	15.5%	13.1%	19.5%	16.6%	16.3%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q15-7. Value of services received from Austin Energy</u>						
Very satisfied	14.9%	15.0%	11.4%	11.7%	13.9%	13.3%
Satisfied	34.5%	38.7%	40.8%	36.7%	43.2%	38.8%
Neutral	28.7%	27.4%	32.9%	33.3%	30.2%	30.5%
Dissatisfied	11.8%	11.8%	11.1%	12.0%	8.6%	11.2%
Very dissatisfied	10.1%	7.1%	3.8%	6.3%	4.2%	6.2%

Q15-8. Water & wastewater rates (cost)

Very satisfied	7.5%	7.7%	6.0%	5.3%	6.1%	6.5%
Satisfied	26.1%	26.2%	21.1%	18.6%	15.9%	21.5%
Neutral	32.3%	28.3%	28.7%	29.0%	27.1%	29.1%
Dissatisfied	19.1%	23.0%	24.9%	26.6%	30.4%	24.8%
Very dissatisfied	15.0%	14.8%	19.4%	20.5%	20.5%	18.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q16-1. Availability of affordable housing for low/moderate income families</u>						
Very satisfied	7.2%	4.9%	4.0%	5.6%	4.4%	5.2%
Satisfied	5.7%	8.3%	10.7%	9.5%	10.6%	9.0%
Neutral	15.2%	16.9%	19.4%	23.5%	23.5%	19.7%
Dissatisfied	30.7%	33.2%	33.5%	30.8%	34.9%	32.5%
Very dissatisfied	41.1%	36.7%	32.4%	30.5%	26.7%	33.6%
 <u>Q16-2. City's efforts to offer financial literacy/homebuyer education</u>						
Very satisfied	6.3%	6.9%	2.3%	4.0%	4.8%	4.8%
Satisfied	8.9%	12.9%	23.4%	14.2%	16.1%	15.2%
Neutral	35.7%	34.9%	41.0%	46.2%	51.3%	42.1%
Dissatisfied	25.9%	23.7%	14.9%	20.6%	18.7%	20.6%
Very dissatisfied	23.2%	21.6%	18.5%	15.0%	9.1%	17.3%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q21. Your age</u>					<u>Total</u>
	<u>18-34 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	

Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses

Very satisfied	8.0%	9.6%	6.8%	6.4%	5.9%	7.3%
Satisfied	17.2%	16.3%	27.2%	21.3%	20.4%	20.5%
Neutral	30.0%	36.3%	38.0%	42.2%	50.2%	39.6%
Dissatisfied	27.2%	20.4%	14.8%	18.1%	16.9%	19.4%
Very dissatisfied	17.6%	17.5%	13.2%	12.1%	6.7%	13.3%

Q16-4. Shot for Tots & Big Shots program (immunizations)

Very satisfied	22.5%	12.6%	14.6%	8.4%	15.2%	14.0%
Satisfied	30.3%	32.3%	38.9%	36.9%	39.1%	36.3%
Neutral	35.9%	41.3%	40.9%	44.9%	39.1%	40.5%
Dissatisfied	4.2%	6.6%	2.0%	5.3%	4.3%	4.6%
Very dissatisfied	7.0%	7.2%	3.5%	4.4%	2.2%	4.5%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q16-5. Food Safety Inspection program</u>						
Very satisfied	13.0%	9.2%	9.2%	5.5%	8.3%	8.8%
Satisfied	34.2%	35.7%	42.8%	30.8%	37.7%	36.2%
Neutral	38.3%	40.6%	41.5%	47.8%	42.9%	42.6%
Dissatisfied	9.8%	6.8%	4.8%	9.9%	7.1%	7.7%
Very dissatisfied	4.7%	7.7%	1.7%	5.9%	4.0%	4.8%

Q16-6. Neighborhood planning/zoning efforts

Very satisfied	3.6%	4.0%	2.9%	2.1%	4.1%	3.3%
Satisfied	24.5%	19.9%	21.2%	20.1%	21.8%	21.4%
Neutral	28.2%	33.4%	37.1%	32.3%	37.9%	34.0%
Dissatisfied	24.2%	27.0%	22.6%	24.9%	22.1%	24.2%
Very dissatisfied	19.5%	15.6%	16.2%	20.7%	14.2%	17.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q16-7. Accessibility of municipal court services</u>						
Very satisfied	10.2%	6.7%	7.1%	3.1%	4.8%	6.2%
Satisfied	28.8%	30.7%	35.9%	32.6%	28.7%	31.4%
Neutral	38.6%	43.7%	42.0%	47.1%	42.3%	42.8%
Dissatisfied	13.6%	11.8%	10.7%	11.3%	16.9%	12.8%
Very dissatisfied	8.9%	7.1%	4.3%	5.8%	7.4%	6.8%

Q16-8. Access to affordable quality housing

Very satisfied	4.9%	4.3%	3.4%	3.1%	5.0%	4.1%
Satisfied	7.8%	8.3%	13.4%	11.1%	9.6%	10.1%
Neutral	18.0%	19.2%	22.4%	25.9%	25.7%	22.2%
Dissatisfied	31.6%	32.1%	31.5%	25.3%	33.0%	30.6%
Very dissatisfied	37.7%	36.1%	29.3%	34.5%	26.7%	33.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q16-9. Access to affordable quality child care</u>						
Very satisfied	5.2%	5.3%	4.0%	4.4%	4.0%	4.5%
Satisfied	10.8%	11.5%	12.0%	11.9%	11.2%	11.5%
Neutral	25.4%	25.0%	33.5%	38.5%	44.2%	33.5%
Dissatisfied	28.2%	24.6%	27.1%	24.2%	25.0%	25.7%
Very dissatisfied	30.5%	33.6%	23.5%	21.0%	15.6%	24.8%
 <u>Q16-10. Access to affordable quality health care</u>						
Very satisfied	7.3%	8.4%	6.5%	6.0%	8.4%	7.2%
Satisfied	21.2%	18.6%	23.5%	23.8%	24.5%	22.4%
Neutral	24.7%	28.9%	26.7%	27.8%	36.8%	29.0%
Dissatisfied	21.8%	18.3%	23.5%	22.9%	18.0%	20.9%
Very dissatisfied	25.0%	25.8%	19.9%	19.5%	12.4%	20.5%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q16-11. Access to affordable quality food</u>						
Very satisfied	16.8%	14.9%	11.7%	11.5%	13.5%	13.6%
Satisfied	35.3%	35.6%	41.3%	35.9%	33.5%	36.4%
Neutral	24.9%	28.2%	27.9%	31.1%	37.7%	29.8%
Dissatisfied	15.3%	11.2%	10.9%	12.9%	9.6%	12.1%
Very dissatisfied	7.8%	10.1%	8.1%	8.7%	5.7%	8.1%

Q16-12. City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability

Very satisfied	24.8%	19.0%	20.1%	12.5%	15.2%	18.2%
Satisfied	28.6%	33.2%	37.9%	36.0%	41.2%	35.5%
Neutral	23.0%	29.1%	26.7%	30.8%	28.7%	27.7%
Dissatisfied	13.0%	8.6%	8.0%	11.4%	7.9%	9.7%
Very dissatisfied	10.6%	10.1%	7.2%	9.3%	7.0%	8.9%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q16-13. City's effort to support dialogue between residents & government</u>						
Very satisfied	14.1%	9.9%	10.5%	7.0%	6.3%	9.4%
Satisfied	28.2%	29.9%	33.4%	29.6%	33.6%	30.9%
Neutral	28.8%	32.1%	30.6%	34.9%	34.2%	32.2%
Dissatisfied	13.2%	14.9%	17.3%	18.3%	16.4%	16.0%
Very dissatisfied	15.7%	13.2%	8.2%	10.2%	9.5%	11.4%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q17. Sum of top 3 choices</u>						
Availability of affordable housing for low/moderate income families	38.6%	41.7%	39.0%	41.2%	39.9%	40.1%
City's efforts to offer financial literacy/homebuyer education	6.5%	5.8%	3.6%	5.9%	4.0%	5.2%
City's effort to promote & assist small, minority and/or women-owned businesses	10.6%	10.7%	8.1%	10.0%	10.7%	9.9%
Shot for Tots & Big Shots program (immunizations)	7.0%	7.1%	8.3%	7.5%	12.6%	8.5%
Food Safety Inspection program	11.5%	15.4%	20.4%	21.0%	24.0%	18.3%
Neighborhood planning/zoning efforts	18.5%	24.8%	27.1%	28.2%	24.5%	24.5%
Accessibility of municipal court services	4.3%	4.5%	5.4%	10.0%	9.3%	6.7%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q17. Sum of top 3 choices (cont.)</u>						
Access to affordable quality housing	42.9%	41.1%	37.9%	34.2%	27.1%	36.5%
Access to affordable quality child care	12.2%	16.7%	13.2%	12.1%	10.2%	12.9%
Access to affordable quality health care	32.7%	37.1%	34.3%	30.3%	32.5%	33.3%
Access to affordable quality food	21.0%	18.3%	20.2%	14.1%	15.0%	17.7%
City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	24.8%	19.2%	20.2%	18.9%	20.2%	20.6%
City's effort to support dialogue between residents & government	21.4%	22.8%	21.5%	21.6%	18.5%	21.2%
None chosen	14.4%	9.4%	11.2%	12.1%	13.3%	12.3%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18-1. Have you visited a City of Austin park?</u>						
Yes	97.9%	98.9%	95.7%	90.8%	84.3%	93.5%
No	2.1%	1.1%	4.3%	9.2%	15.7%	6.5%
 <u>Q18-2. Have you used a City of Austin walking/biking trail?</u>						
Yes	93.7%	94.5%	86.8%	79.5%	59.8%	83.1%
No	6.3%	5.5%	13.2%	20.5%	40.2%	16.9%
 <u>Q18-3. Have you participated in a City of Austin recreation program or class?</u>						
Yes	20.4%	28.9%	26.1%	23.5%	21.5%	24.1%
No	79.6%	71.1%	73.9%	76.5%	78.5%	75.9%
 <u>Q18-4. Have you participated in a City of Austin Parks youth athletic program?</u>						
Yes	6.2%	14.9%	12.6%	12.6%	7.6%	10.8%
No	93.8%	85.1%	87.4%	87.4%	92.4%	89.2%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18-5. Have you participated in a City of Austin Parks adult athletic program?</u>						
Yes	13.1%	13.4%	10.8%	10.3%	8.9%	11.3%
No	86.9%	86.6%	89.2%	89.7%	91.1%	88.7%
<u>Q18-6. Have you visited a City of Austin outdoor athletic field (soccer/baseball field, tennis court)?</u>						
Yes	65.7%	71.0%	61.3%	56.0%	50.6%	61.0%
No	34.3%	29.0%	38.7%	44.0%	49.4%	39.0%
<u>Q18-7. Have you used park equipment, such as playscapes, while visiting a City of Austin Park?</u>						
Yes	60.0%	70.2%	60.8%	50.6%	38.5%	56.2%
No	40.0%	29.8%	39.2%	49.4%	61.5%	43.8%
<u>Q18-8. Have you visited a City of Austin pool?</u>						
Yes	66.0%	69.9%	69.2%	60.6%	44.6%	62.3%
No	34.0%	30.1%	30.8%	39.4%	55.4%	37.7%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18-9. Have you participated in a City of Austin aquatic program or class?</u>						
Yes	9.8%	14.3%	15.2%	11.2%	9.3%	12.0%
No	90.2%	85.7%	84.8%	88.8%	90.7%	88.0%
<u>Q18-10. Have you visited a City of Austin recreation center (senior, nature, cultural centers, or museums)?</u>						
Yes	65.4%	73.7%	66.9%	60.4%	55.7%	64.4%
No	34.6%	26.3%	33.1%	39.6%	44.3%	35.6%
<u>Q18-11. Have you used City's bicycle lane system/network?</u>						
Yes	54.0%	52.9%	46.1%	32.5%	17.3%	40.8%
No	46.0%	47.1%	53.9%	67.5%	82.7%	59.2%
<u>Q18-12. Have you used City's urban trail network?</u>						
Yes	67.2%	65.8%	59.4%	51.8%	33.0%	55.6%
No	32.8%	34.2%	40.6%	48.2%	67.0%	44.4%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18-13. Have you visited a City of Austin library facility?</u>						
Yes	66.3%	74.5%	70.6%	71.2%	68.6%	70.3%
No	33.7%	25.5%	29.4%	28.8%	31.4%	29.7%
<u>Q18-14. Have you participated in a City of Austin library program?</u>						
Yes	23.7%	33.6%	27.8%	24.9%	26.3%	27.4%
No	76.3%	66.4%	72.2%	75.1%	73.7%	72.6%
<u>Q18-15. Have you had contact with City of Austin Municipal Court?</u>						
Yes	45.1%	49.3%	45.9%	46.1%	38.9%	45.1%
No	54.9%	50.7%	54.1%	53.9%	61.1%	54.9%
<u>Q18-16. Have you had contact with City for code enforcement?</u>						
Yes	25.6%	34.3%	30.4%	36.2%	37.4%	32.8%
No	74.4%	65.7%	69.6%	63.8%	62.6%	67.2%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18-17. Have you visited Austin-Bergstrom International Airport?</u>						
Yes	93.0%	94.1%	92.3%	93.3%	85.4%	91.7%
No	7.0%	5.9%	7.7%	6.7%	14.6%	8.3%
<u>Q18-18. Have you called 3-1-1?</u>						
Yes	60.7%	74.9%	69.2%	72.1%	68.8%	69.2%
No	39.3%	25.1%	30.8%	27.9%	31.2%	30.8%
<u>Q18-19. Have you called 9-1-1?</u>						
Yes	46.1%	51.0%	49.3%	49.9%	47.6%	48.8%
No	53.9%	49.0%	50.7%	50.1%	52.4%	51.2%
<u>Q18-20. Have you had contact with Austin Police Department?</u>						
Yes	62.2%	68.9%	65.1%	66.2%	59.6%	64.3%
No	37.8%	31.1%	34.9%	33.8%	40.4%	35.7%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18-21. Have you had contact with Austin Fire Department?</u>						
Yes	32.1%	37.9%	38.0%	38.7%	36.2%	36.6%
No	67.9%	62.1%	62.0%	61.3%	63.8%	63.4%
<u>Q18-22. Have you had contact with Emergency Medical Services Department?</u>						
Yes	28.2%	30.4%	34.4%	41.1%	43.8%	35.4%
No	71.8%	69.6%	65.6%	58.9%	56.2%	64.6%
<u>Q18-23. Have you had contact with Austin Public Health (social services, public health services, etc.)?</u>						
Yes	24.8%	22.5%	23.9%	23.4%	16.3%	22.3%
No	75.2%	77.5%	76.1%	76.6%	83.7%	77.7%
<u>Q18-24. Have you had contact with Planning & Zoning department (zoning, neighborhood/small area plans, Imagine Austin comprehensive plans)?</u>						
Yes	23.2%	30.3%	31.5%	29.4%	25.5%	28.0%
No	76.8%	69.7%	68.5%	70.6%	74.5%	72.0%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18-25. Have you had contact with City's Development Services department (permitting, inspections)?</u>						
Yes	26.5%	32.3%	32.7%	33.8%	30.8%	31.2%
No	73.5%	67.7%	67.3%	66.2%	69.2%	68.8%
<u>Q18-26. Have you visited Austin Animal Center?</u>						
Yes	53.0%	55.6%	52.9%	49.4%	43.4%	50.8%
No	47.0%	44.4%	47.1%	50.6%	56.6%	49.2%

Q18 (27-29). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you receive services from the following organizations: (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18-27. Does Austin Energy provide your electric service?</u>						
Yes	93.1%	90.3%	86.4%	90.5%	88.7%	89.8%
No	6.9%	9.7%	13.6%	9.5%	11.3%	10.2%
<u>Q18-28. Does City of Austin collect garbage at your residence?</u>						
Yes	91.1%	92.9%	90.2%	87.4%	92.5%	90.8%
No	8.9%	7.1%	9.8%	12.6%	7.5%	9.2%
<u>Q18-29. Does City of Austin provide your home with water & wastewater services?</u>						
Yes	98.3%	98.1%	97.0%	98.6%	98.3%	98.1%
No	1.7%	1.9%	3.0%	1.4%	1.7%	1.9%

Q19. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business." (without "don't know")

N=2215	Q21. Your age					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q19. Your level of agreement with the statement</u>						
Strongly disagree	5.5%	6.0%	6.0%	5.6%	5.3%	5.7%
Disagree	7.7%	7.6%	5.8%	8.3%	7.2%	7.3%
Neutral	25.8%	23.7%	26.1%	26.0%	27.9%	25.8%
Agree	44.8%	47.1%	47.8%	47.5%	40.9%	45.8%
Strongly agree	16.3%	15.5%	14.3%	12.6%	18.7%	15.4%

City of Austin

Community Survey

Appendix D –

Cross-Tabular Data by Race/Ethnicity

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

September 2017



Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q1-1. City of Austin as a place to live</u>						
Very satisfied	28.5%	30.1%	27.1%	28.7%	29.4%	29.1%
Satisfied	48.2%	49.5%	48.5%	46.6%	50.4%	49.1%
Neutral	13.5%	10.7%	13.1%	13.0%	11.0%	11.6%
Dissatisfied	8.3%	7.0%	8.4%	8.2%	7.1%	7.5%
Very dissatisfied	1.6%	2.8%	2.8%	3.5%	2.1%	2.6%
 <u>Q1-2. City of Austin as a place to raise children</u>						
Very satisfied	23.3%	25.3%	26.0%	25.7%	25.0%	25.3%
Satisfied	41.7%	41.2%	41.4%	40.4%	41.9%	41.3%
Neutral	25.8%	23.4%	21.7%	21.5%	24.1%	23.1%
Dissatisfied	7.4%	7.4%	7.4%	8.2%	6.8%	7.4%
Very dissatisfied	1.8%	2.8%	3.4%	4.1%	2.1%	2.9%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q1-3. City of Austin as a place to work</u>						
Very satisfied	27.1%	28.5%	27.0%	28.6%	27.5%	28.0%
Satisfied	42.6%	47.6%	47.6%	44.3%	48.8%	47.2%
Neutral	21.8%	15.8%	16.4%	16.8%	16.5%	16.5%
Dissatisfied	6.9%	6.2%	6.6%	7.7%	5.7%	6.4%
Very dissatisfied	1.6%	1.8%	2.3%	2.7%	1.4%	1.9%
 <u>Q1-4. City of Austin as a place to retire</u>						
Very satisfied	17.6%	14.6%	14.4%	15.8%	14.3%	14.8%
Satisfied	26.7%	23.9%	21.1%	21.8%	24.1%	23.3%
Neutral	30.3%	26.5%	27.7%	26.7%	27.4%	27.2%
Dissatisfied	15.2%	19.5%	20.1%	18.6%	19.7%	19.3%
Very dissatisfied	10.3%	15.5%	16.6%	17.1%	14.4%	15.4%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q1-5. Overall value that you receive for your City tax & fees</u>						
Very satisfied	8.7%	6.7%	6.5%	6.9%	6.8%	6.8%
Satisfied	22.8%	29.4%	23.7%	24.2%	28.9%	27.3%
Neutral	34.2%	28.3%	29.9%	28.7%	29.8%	29.3%
Dissatisfied	23.4%	22.9%	23.4%	24.3%	22.5%	23.1%
Very dissatisfied	10.9%	12.6%	16.6%	15.9%	12.1%	13.6%
 <u>Q1-6. Overall quality of life in City</u>						
Very satisfied	24.6%	19.4%	17.2%	18.5%	19.7%	19.3%
Satisfied	41.9%	51.4%	48.2%	46.8%	51.2%	49.7%
Neutral	26.7%	17.7%	22.2%	21.5%	18.8%	19.8%
Dissatisfied	3.1%	8.7%	9.7%	9.1%	8.2%	8.5%
Very dissatisfied	3.7%	2.8%	2.6%	4.1%	2.0%	2.8%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q1-7. How well City of Austin is planning growth</u>						
Very satisfied	8.1%	2.2%	3.5%	3.4%	2.8%	3.1%
Satisfied	14.6%	12.3%	12.1%	11.8%	12.9%	12.5%
Neutral	16.8%	18.2%	21.9%	20.8%	18.1%	19.1%
Dissatisfied	31.9%	34.1%	29.3%	31.8%	33.1%	32.6%
Very dissatisfied	28.6%	33.2%	33.2%	32.3%	33.2%	32.8%
 <u>Q1-8. Overall quality of services provided by City of Austin</u>						
Very satisfied	11.8%	9.0%	8.9%	9.0%	9.1%	9.2%
Satisfied	38.5%	42.8%	38.7%	40.1%	42.1%	41.3%
Neutral	33.2%	30.4%	28.2%	28.8%	30.9%	30.0%
Dissatisfied	12.3%	12.6%	16.5%	14.4%	13.2%	13.6%
Very dissatisfied	4.3%	5.3%	7.7%	7.8%	4.8%	5.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q2-1. Overall quality of City parks & recreation</u>						
Very satisfied	20.3%	27.4%	23.1%	24.8%	26.0%	25.6%
Satisfied	50.5%	51.7%	49.0%	50.7%	50.9%	50.8%
Neutral	20.3%	14.6%	18.7%	16.3%	16.3%	16.3%
Dissatisfied	7.1%	5.0%	7.1%	5.9%	5.7%	5.8%
Very dissatisfied	1.6%	1.3%	2.2%	2.3%	1.1%	1.6%
 <u>Q2-2. Overall quality of City libraries</u>						
Very satisfied	26.8%	27.2%	22.1%	23.4%	27.0%	25.7%
Satisfied	44.6%	46.0%	46.8%	49.2%	44.3%	46.1%
Neutral	26.1%	20.4%	23.9%	20.5%	22.7%	21.9%
Dissatisfied	0.6%	5.0%	5.1%	4.7%	4.6%	4.7%
Very dissatisfied	1.9%	1.3%	2.2%	2.3%	1.2%	1.6%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)

Very satisfied	24.4%	24.5%	21.1%	21.3%	24.8%	23.5%
Satisfied	46.7%	50.7%	50.1%	51.7%	49.3%	50.2%
Neutral	20.0%	17.1%	16.6%	16.7%	17.6%	17.3%
Dissatisfied	7.2%	5.6%	10.3%	7.7%	6.7%	7.1%
Very dissatisfied	1.7%	2.0%	1.9%	2.5%	1.6%	1.9%

Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)

Very satisfied	7.6%	10.0%	8.8%	9.5%	9.5%	9.5%
Satisfied	39.6%	35.5%	35.4%	34.9%	36.3%	35.9%
Neutral	36.8%	37.6%	36.7%	36.8%	37.6%	37.3%
Dissatisfied	12.5%	11.7%	11.3%	11.6%	11.6%	11.7%
Very dissatisfied	3.5%	5.2%	7.7%	7.2%	5.0%	5.8%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q2-5. Overall quality of Austin-Bergstrom International Airport

Very satisfied	27.8%	31.2%	25.8%	27.2%	30.7%	29.4%
Satisfied	50.0%	52.2%	50.8%	51.5%	51.7%	51.6%
Neutral	17.2%	11.8%	18.8%	16.1%	13.2%	14.2%
Dissatisfied	4.4%	3.8%	3.2%	3.5%	3.7%	3.7%
Very dissatisfied	0.6%	1.0%	1.3%	1.7%	0.7%	1.1%

Q2-6. Overall quality of drinking water provided by Austin Water

Very satisfied	19.7%	29.3%	27.5%	27.2%	28.4%	28.0%
Satisfied	52.7%	47.4%	44.2%	44.7%	48.2%	46.9%
Neutral	22.3%	13.1%	16.8%	16.5%	14.0%	15.0%
Dissatisfied	4.8%	7.4%	8.7%	8.1%	7.2%	7.5%
Very dissatisfied	0.5%	2.8%	2.8%	3.4%	2.1%	2.6%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q2-7. Overall quality of wastewater services provided by Austin Water

Very satisfied	13.2%	21.7%	20.2%	20.1%	20.9%	20.5%
Satisfied	54.4%	45.6%	43.6%	44.4%	46.6%	45.8%
Neutral	24.2%	22.4%	24.6%	23.0%	23.2%	23.2%
Dissatisfied	7.1%	6.6%	8.0%	8.0%	6.6%	7.0%
Very dissatisfied	1.1%	3.7%	3.7%	4.6%	2.8%	3.5%

Q2-8. Overall quality of electric utility services provided by Austin Energy

Very satisfied	15.4%	20.5%	19.9%	18.7%	20.6%	19.9%
Satisfied	42.0%	46.6%	41.4%	42.2%	46.1%	44.7%
Neutral	25.5%	17.6%	20.1%	18.8%	19.1%	19.0%
Dissatisfied	12.8%	9.4%	11.3%	11.3%	9.8%	10.3%
Very dissatisfied	4.3%	5.9%	7.2%	9.0%	4.4%	6.1%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q2-9. Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)

Very satisfied	1.6%	0.4%	0.7%	0.9%	0.4%	0.6%
Satisfied	4.3%	3.1%	3.6%	3.5%	3.3%	3.4%
Neutral	8.6%	8.8%	12.6%	11.4%	8.9%	9.9%
Dissatisfied	32.8%	27.6%	25.0%	25.0%	28.7%	27.3%
Very dissatisfied	52.7%	60.0%	58.1%	59.2%	58.6%	58.9%

Q2-10. Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)

Very satisfied	3.6%	0.7%	1.1%	1.4%	0.9%	1.1%
Satisfied	8.3%	9.5%	11.8%	11.6%	9.2%	10.0%
Neutral	15.6%	18.5%	18.7%	17.9%	18.5%	18.3%
Dissatisfied	40.1%	35.0%	33.5%	31.3%	37.3%	35.1%
Very dissatisfied	32.3%	36.3%	34.8%	37.8%	34.2%	35.5%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q2-11. Overall maintenance of major City streets</u>						
Very satisfied	3.6%	3.2%	2.8%	2.8%	3.2%	3.1%
Satisfied	28.0%	23.0%	25.1%	23.5%	24.4%	24.0%
Neutral	25.9%	27.6%	24.9%	26.8%	26.8%	26.7%
Dissatisfied	25.4%	29.1%	26.2%	26.2%	28.9%	28.0%
Very dissatisfied	17.1%	17.1%	21.0%	20.8%	16.7%	18.2%
 <u>Q2-12. Overall maintenance of City sidewalks</u>						
Very satisfied	4.3%	4.8%	3.5%	3.9%	4.6%	4.4%
Satisfied	32.4%	27.0%	26.0%	26.5%	27.7%	27.2%
Neutral	29.2%	32.3%	33.1%	34.5%	31.1%	32.2%
Dissatisfied	21.6%	22.5%	22.1%	19.5%	23.9%	22.3%
Very dissatisfied	12.4%	13.5%	15.3%	15.6%	12.7%	13.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q2-13. Overall management of stormwater runoff

Very satisfied	6.9%	7.0%	8.1%	7.5%	7.1%	7.3%
Satisfied	38.9%	35.8%	32.5%	32.2%	36.9%	35.2%
Neutral	38.3%	36.6%	37.1%	36.7%	37.1%	36.9%
Dissatisfied	9.7%	13.4%	12.8%	13.8%	12.4%	12.9%
Very dissatisfied	6.3%	7.1%	9.6%	9.9%	6.4%	7.7%

Q2-14. Overall effectiveness of communication by City of Austin

Very satisfied	8.6%	6.2%	6.3%	7.0%	6.0%	6.4%
Satisfied	28.0%	30.0%	27.9%	28.4%	29.6%	29.2%
Neutral	40.6%	41.0%	39.2%	37.9%	42.2%	40.5%
Dissatisfied	15.4%	14.8%	15.9%	16.3%	14.5%	15.2%
Very dissatisfied	7.4%	8.0%	10.8%	10.4%	7.7%	8.7%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)

Very satisfied	8.0%	8.0%	9.1%	9.2%	7.5%	8.3%
Satisfied	35.3%	38.8%	33.1%	33.6%	38.9%	36.8%
Neutral	40.0%	39.5%	39.4%	39.9%	39.2%	39.5%
Dissatisfied	12.7%	9.4%	12.1%	10.6%	10.5%	10.5%
Very dissatisfied	4.0%	4.4%	6.3%	6.7%	3.9%	4.9%

Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)

Very satisfied	4.2%	2.8%	3.6%	2.8%	3.2%	3.2%
Satisfied	15.8%	17.2%	20.0%	17.6%	18.0%	17.8%
Neutral	39.4%	32.8%	32.1%	32.6%	33.5%	33.2%
Dissatisfied	22.4%	26.2%	20.3%	23.9%	24.5%	24.2%
Very dissatisfied	18.2%	20.9%	24.0%	23.0%	20.8%	21.5%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q2-17. Overall quality of development review, permitting & inspection services</u>						
Very satisfied	4.8%	2.1%	3.2%	2.7%	2.6%	2.7%
Satisfied	16.3%	12.4%	16.1%	14.3%	13.4%	13.8%
Neutral	44.9%	33.1%	33.6%	33.2%	34.9%	34.3%
Dissatisfied	16.3%	27.0%	20.7%	24.8%	24.1%	24.3%
Very dissatisfied	17.7%	25.4%	26.4%	25.0%	25.1%	25.0%
 <u>Q2-18. Animal services (shelter, adoptions, animal control, etc.)</u>						
Very satisfied	15.9%	21.5%	17.2%	17.6%	21.1%	19.8%
Satisfied	42.1%	46.7%	44.3%	45.1%	46.1%	45.7%
Neutral	36.6%	24.6%	30.1%	28.0%	26.6%	27.1%
Dissatisfied	4.1%	4.5%	5.3%	5.7%	4.1%	4.7%
Very dissatisfied	1.4%	2.7%	3.1%	3.7%	2.1%	2.7%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4)

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q3. Sum of top 4 choices</u>						
Overall quality of City parks & recreation	14.2%	22.0%	17.9%	18.7%	21.1%	20.2%
Overall quality of City libraries	4.6%	7.7%	6.7%	7.3%	7.1%	7.1%
Overall quality of public safety services (i.e. police, fire & ambulance)	39.6%	46.7%	42.4%	43.4%	45.8%	44.8%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	6.6%	4.8%	3.8%	4.9%	4.6%	4.7%
Overall quality of Austin-Bergstrom International Airport	6.1%	5.8%	6.2%	5.9%	6.0%	6.0%
Overall quality of drinking water provided by Austin Water	34.5%	36.7%	32.6%	33.4%	36.6%	35.3%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q3. Sum of top 4 choices (cont.)

Overall quality of wastewater services provided by Austin Water	9.6%	8.3%	8.8%	8.8%	8.5%	8.6%
Overall quality of electric utility services provided by Austin Energy	17.8%	17.4%	17.0%	16.3%	18.0%	17.3%
Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	58.4%	61.7%	57.0%	59.1%	60.8%	60.1%
Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	38.1%	46.2%	35.4%	39.7%	44.0%	42.4%
Overall maintenance of major City streets	27.4%	22.7%	23.0%	22.7%	23.5%	23.2%
Overall maintenance of City sidewalks	7.1%	6.9%	6.7%	6.0%	7.2%	6.9%
Overall management of stormwater runoff	4.6%	4.7%	3.2%	3.6%	4.7%	4.2%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q3. Sum of top 4 choices (cont.)

Overall effectiveness of communication by City of Austin	7.1%	5.5%	6.7%	6.5%	5.7%	6.0%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	24.9%	19.1%	17.1%	17.5%	20.1%	19.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	22.8%	24.0%	19.0%	20.0%	24.1%	22.5%
Overall quality of development review, permitting & inspection services	9.1%	11.1%	10.4%	9.1%	11.6%	10.7%
Animal services (shelter, adoptions, animal control, etc.)	5.1%	6.2%	7.0%	6.2%	6.5%	6.4%
None chosen	13.7%	9.2%	17.8%	15.9%	9.5%	12.0%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q4-1. I feel safe in my neighborhood during the day</u>						
Strongly agree	44.8%	48.9%	43.7%	43.2%	49.4%	47.1%
Agree	41.7%	42.9%	44.0%	45.0%	42.0%	43.1%
Neutral	9.9%	5.0%	8.3%	7.8%	5.6%	6.4%
Disagree	2.6%	2.1%	3.4%	2.7%	2.3%	2.5%
Strongly disagree	1.0%	1.0%	0.6%	1.2%	0.7%	0.9%
 <u>Q4-2. I feel safe in my neighborhood at night</u>						
Strongly agree	26.6%	28.0%	24.9%	23.5%	29.0%	27.0%
Agree	49.5%	45.8%	43.6%	45.7%	45.4%	45.5%
Neutral	10.9%	12.9%	16.1%	15.9%	12.4%	13.6%
Disagree	10.9%	9.8%	11.2%	10.7%	10.0%	10.3%
Strongly disagree	2.1%	3.5%	4.2%	4.2%	3.2%	3.6%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q4-3. I feel safe in City parks</u>						
Strongly agree	19.9%	21.5%	14.8%	15.7%	21.7%	19.5%
Agree	43.3%	47.1%	46.7%	45.4%	47.4%	46.7%
Neutral	24.0%	22.4%	27.2%	27.6%	21.9%	23.8%
Disagree	10.5%	7.3%	8.5%	8.8%	7.3%	7.9%
Strongly disagree	2.3%	1.7%	2.8%	2.5%	1.7%	2.0%
 <u>Q4-4. I feel safe walking alone downtown during the day</u>						
Strongly agree	26.8%	35.5%	28.0%	27.6%	35.6%	32.7%
Agree	45.4%	45.3%	43.4%	45.8%	44.3%	44.8%
Neutral	16.9%	11.2%	16.4%	15.0%	12.1%	13.1%
Disagree	8.7%	5.7%	8.8%	8.6%	5.8%	6.8%
Strongly disagree	2.2%	2.3%	3.4%	3.0%	2.2%	2.6%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q4-5. I feel safe walking alone downtown at night</u>						
Strongly agree	6.2%	7.2%	5.2%	5.1%	7.4%	6.5%
Agree	22.6%	23.5%	20.5%	20.9%	23.5%	22.6%
Neutral	26.6%	24.9%	27.2%	25.0%	26.1%	25.7%
Disagree	26.0%	27.7%	29.4%	32.2%	25.7%	28.0%
Strongly disagree	18.6%	16.7%	17.8%	16.8%	17.3%	17.2%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)</u>						
Very satisfied	4.2%	4.3%	4.3%	5.0%	3.8%	4.3%
Satisfied	34.2%	37.1%	33.8%	32.8%	37.7%	35.9%
Neutral	26.8%	26.0%	25.7%	25.7%	26.3%	26.0%
Dissatisfied	25.8%	23.7%	25.4%	25.9%	23.5%	24.3%
Very dissatisfied	8.9%	9.0%	10.7%	10.6%	8.8%	9.4%
 <u>Q5-2. Condition of streets in your neighborhood (residential streets)</u>						
Very satisfied	11.3%	14.0%	12.3%	12.2%	14.0%	13.3%
Satisfied	44.1%	47.1%	43.9%	45.0%	46.6%	46.0%
Neutral	21.0%	18.7%	18.6%	18.8%	19.0%	18.9%
Dissatisfied	17.4%	13.6%	17.3%	15.9%	14.4%	15.0%
Very dissatisfied	6.2%	6.5%	7.8%	8.1%	6.0%	6.8%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)</u>						
Very satisfied	10.6%	13.5%	10.8%	11.6%	13.0%	12.5%
Satisfied	40.0%	40.7%	42.1%	42.1%	40.4%	41.0%
Neutral	21.7%	19.6%	21.9%	21.7%	19.6%	20.4%
Dissatisfied	22.2%	17.5%	16.4%	16.6%	18.2%	17.6%
Very dissatisfied	5.6%	8.8%	8.7%	8.0%	8.7%	8.5%
 <u>Q5-4. Timing of traffic signals on City streets</u>						
Very satisfied	5.2%	3.9%	5.3%	4.0%	4.5%	4.4%
Satisfied	30.9%	34.2%	31.9%	34.1%	32.9%	33.3%
Neutral	26.7%	27.7%	27.3%	28.7%	26.8%	27.5%
Dissatisfied	21.5%	22.6%	22.0%	20.0%	23.7%	22.4%
Very dissatisfied	15.7%	11.5%	13.5%	13.1%	12.2%	12.4%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q5-5. Adequacy of street lighting in your community</u>						
Very satisfied	8.8%	11.4%	7.4%	7.8%	11.3%	10.1%
Satisfied	38.7%	41.5%	42.7%	41.5%	41.7%	41.6%
Neutral	23.2%	22.1%	22.4%	23.4%	21.8%	22.3%
Dissatisfied	19.1%	19.1%	19.6%	19.1%	19.2%	19.2%
Very dissatisfied	10.3%	5.9%	7.8%	8.2%	6.0%	6.8%
 <u>Q5-6. Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)</u>						
Very satisfied	6.8%	10.1%	8.7%	9.4%	9.4%	9.4%
Satisfied	39.6%	38.1%	36.6%	39.0%	37.4%	37.8%
Neutral	24.0%	22.1%	27.1%	23.3%	23.8%	23.6%
Dissatisfied	20.3%	19.9%	17.6%	17.7%	20.0%	19.3%
Very dissatisfied	9.4%	9.8%	10.0%	10.6%	9.3%	9.8%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)

Very satisfied	10.2%	10.4%	11.6%	11.0%	10.6%	10.7%
Satisfied	26.9%	32.4%	31.1%	30.9%	32.0%	31.6%
Neutral	37.7%	30.9%	30.2%	31.2%	31.5%	31.3%
Dissatisfied	14.4%	17.9%	15.1%	15.4%	17.6%	16.8%
Very dissatisfied	10.8%	8.3%	12.0%	11.6%	8.3%	9.6%

Q5-8. Off-street bicycle accessibility (City's urban trail network)

Very satisfied	10.7%	15.4%	15.2%	13.6%	15.6%	14.9%
Satisfied	30.0%	38.1%	33.1%	34.9%	36.6%	36.0%
Neutral	44.0%	32.8%	36.3%	38.1%	33.1%	34.8%
Dissatisfied	11.3%	10.0%	8.6%	7.8%	10.7%	9.7%
Very dissatisfied	4.0%	3.7%	6.8%	5.5%	4.0%	4.6%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q5-9. Mowing & trimming along City streets</u>						
Very satisfied	7.5%	9.7%	7.7%	6.3%	10.4%	9.0%
Satisfied	33.2%	37.9%	37.5%	35.1%	38.7%	37.4%
Neutral	31.6%	29.6%	27.4%	31.1%	28.2%	29.2%
Dissatisfied	20.9%	15.5%	16.3%	17.2%	15.6%	16.2%
Very dissatisfied	7.0%	7.3%	11.1%	10.2%	7.1%	8.3%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q6. Sum of top 3 choices

Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	62.4%	75.7%	65.1%	67.8%	74.0%	71.6%
Condition of streets in your neighborhood (residential streets)	43.7%	43.3%	37.0%	38.7%	43.3%	41.5%
Condition of sidewalks in your neighborhood (if sidewalks exist)	19.8%	17.8%	17.6%	17.3%	18.3%	17.9%
Timing of traffic signals on City streets	44.7%	43.9%	42.7%	43.8%	43.7%	43.6%
Adequacy of street lighting in your community	34.0%	27.1%	29.1%	27.4%	28.8%	28.3%
Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)	26.4%	30.5%	27.2%	28.1%	29.8%	29.2%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q6. Sum of top 3 choices (cont.)

On-street bicycle accessibility (City's bicycle lane system/network)	11.2%	22.3%	17.0%	17.1%	21.4%	19.8%
Off-street bicycle accessibility (City's urban trail network)	5.6%	7.3%	6.7%	5.5%	7.8%	7.0%
Mowing & trimming along City streets	20.8%	13.5%	17.6%	18.5%	13.5%	15.3%
None chosen	9.1%	5.3%	11.4%	10.2%	5.5%	7.4%

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q7-1. Overall quality of police services</u>						
Very satisfied	12.9%	19.3%	16.5%	16.4%	18.9%	18.0%
Satisfied	51.7%	52.1%	49.8%	52.3%	51.1%	51.4%
Neutral	25.8%	18.9%	22.2%	21.0%	19.9%	20.4%
Dissatisfied	6.2%	7.1%	9.2%	7.7%	7.5%	7.6%
Very dissatisfied	3.4%	2.6%	2.3%	2.6%	2.6%	2.6%
 <u>Q7-2. Speed of police response (how quickly police respond to emergencies)</u>						
Very satisfied	13.8%	20.1%	15.8%	16.7%	19.2%	18.3%
Satisfied	40.7%	46.1%	43.5%	43.5%	45.7%	44.9%
Neutral	35.2%	22.8%	25.4%	25.2%	24.4%	24.6%
Dissatisfied	7.6%	7.3%	10.7%	9.6%	7.5%	8.3%
Very dissatisfied	2.8%	3.8%	4.7%	5.0%	3.3%	4.0%

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q7-3. Enforcement of local traffic laws</u>						
Very satisfied	12.0%	11.2%	9.4%	9.7%	11.3%	10.7%
Satisfied	37.1%	39.9%	37.5%	36.5%	40.5%	39.0%
Neutral	30.3%	27.6%	31.1%	31.1%	27.5%	28.8%
Dissatisfied	14.9%	14.6%	13.5%	13.8%	14.6%	14.3%
Very dissatisfied	5.7%	6.7%	8.5%	9.0%	6.0%	7.1%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q7-4. Overall quality of fire services</u>						
Very satisfied	38.5%	38.6%	29.3%	33.6%	37.2%	35.9%
Satisfied	43.2%	47.3%	52.5%	50.4%	47.4%	48.4%
Neutral	16.9%	13.7%	16.5%	14.6%	14.9%	14.8%
Dissatisfied	1.4%	0.2%	0.8%	0.8%	0.3%	0.5%
Very dissatisfied	0.0%	0.2%	0.8%	0.7%	0.2%	0.4%

Q7-5. Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)

Very satisfied	40.4%	40.5%	30.7%	36.1%	38.4%	37.5%
Satisfied	37.6%	43.8%	47.8%	43.9%	44.8%	44.4%
Neutral	21.3%	15.1%	19.6%	18.1%	16.3%	17.0%
Dissatisfied	0.7%	0.3%	1.1%	1.2%	0.2%	0.6%
Very dissatisfied	0.0%	0.3%	0.9%	0.7%	0.3%	0.5%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q7-6. Medical assistance provided by EMS (overall quality of ambulance services)

Very satisfied	36.4%	38.9%	31.9%	34.7%	37.8%	36.6%
Satisfied	42.9%	44.9%	48.4%	46.1%	45.4%	45.8%
Neutral	19.3%	14.7%	17.2%	16.2%	15.7%	15.8%
Dissatisfied	1.4%	0.8%	1.1%	1.8%	0.4%	0.9%
Very dissatisfied	0.0%	0.8%	1.4%	1.2%	0.6%	0.9%

Q7-7. Timeliness of EMS response to emergency location

Very satisfied	35.0%	39.4%	28.0%	32.1%	37.8%	35.6%
Satisfied	45.5%	44.6%	51.4%	48.0%	45.8%	46.7%
Neutral	18.2%	14.2%	18.0%	16.8%	15.0%	15.7%
Dissatisfied	1.4%	1.2%	1.6%	2.0%	1.0%	1.4%
Very dissatisfied	0.0%	0.6%	1.1%	1.1%	0.4%	0.7%

Q8. Which TWO of the public safety services listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q8. Sum of top 2 choices

Overall quality of police services	53.3%	51.7%	44.5%	45.9%	52.0%	49.8%
Speed of police response (how quickly police respond to emergencies)	33.5%	31.8%	38.1%	33.0%	34.1%	33.7%
Enforcement of local traffic laws	9.1%	9.2%	11.2%	11.5%	8.8%	9.8%
Overall quality of fire services	24.9%	27.9%	20.6%	22.7%	27.5%	25.6%
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	20.8%	25.1%	24.2%	24.2%	24.7%	24.4%
Medical assistance provided by EMS (overall quality of ambulance services)	13.7%	14.6%	14.6%	14.1%	14.8%	14.5%
Timeliness of EMS response to emergency location	16.2%	22.6%	19.4%	20.2%	21.8%	21.1%
None chosen	12.7%	7.9%	12.5%	13.2%	7.3%	9.6%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q9-1. Water & wastewater utility response time to emergencies

Very satisfied	15.7%	9.6%	10.2%	8.5%	11.3%	10.3%
Satisfied	35.5%	42.4%	40.1%	39.2%	42.5%	41.1%
Neutral	39.7%	37.3%	39.4%	40.6%	36.5%	38.1%
Dissatisfied	6.6%	7.5%	7.5%	8.3%	6.9%	7.4%
Very dissatisfied	2.5%	3.3%	2.7%	3.5%	2.8%	3.1%

Q9-2. Water Conservation programs within Austin

Very satisfied	15.2%	13.1%	10.6%	11.1%	13.3%	12.6%
Satisfied	37.8%	41.6%	41.2%	41.2%	41.4%	41.2%
Neutral	28.7%	29.4%	34.0%	33.3%	29.0%	30.6%
Dissatisfied	14.6%	11.7%	9.1%	9.9%	12.1%	11.3%
Very dissatisfied	3.7%	4.2%	5.0%	4.5%	4.3%	4.4%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q9-3. Energy Conservation program</u>						
Very satisfied	13.3%	13.6%	11.1%	12.0%	13.2%	12.9%
Satisfied	37.3%	40.1%	39.2%	38.6%	40.3%	39.6%
Neutral	34.3%	31.7%	36.2%	35.8%	31.6%	33.2%
Dissatisfied	10.8%	10.7%	9.6%	9.4%	11.0%	10.4%
Very dissatisfied	4.2%	4.0%	4.0%	4.1%	3.9%	4.0%
 <u>Q9-4. Water quality of lakes & streams</u>						
Very satisfied	11.9%	10.7%	9.3%	9.4%	10.9%	10.4%
Satisfied	45.3%	44.5%	43.1%	44.1%	44.2%	44.2%
Neutral	32.7%	26.6%	29.6%	29.3%	27.2%	27.9%
Dissatisfied	7.5%	14.7%	14.1%	13.4%	14.3%	14.0%
Very dissatisfied	2.5%	3.5%	3.9%	3.9%	3.3%	3.5%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q9-5. Flood control efforts</u>						
Very satisfied	6.2%	8.3%	6.0%	6.1%	8.3%	7.5%
Satisfied	38.9%	39.7%	38.4%	37.3%	40.2%	39.3%
Neutral	38.3%	33.5%	36.2%	35.7%	34.1%	34.6%
Dissatisfied	13.0%	13.9%	13.5%	15.0%	13.1%	13.7%
Very dissatisfied	3.7%	4.6%	5.8%	6.0%	4.3%	4.9%

Q10. Which TWO of the environmental services listed in Question 9 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q10. Sum of top 2 choices

Water & wastewater utility response time to emergencies	39.1%	33.8%	33.6%	32.7%	35.2%	34.2%
Water Conservation programs within Austin	33.0%	38.1%	33.3%	33.9%	37.7%	36.3%
Energy Conservation program	33.0%	29.5%	28.5%	28.5%	30.1%	29.5%
Water quality of lakes & streams	27.9%	43.3%	37.1%	37.4%	42.0%	40.2%
Flood control efforts	42.6%	36.2%	36.8%	38.6%	36.2%	36.9%
None chosen	11.7%	9.0%	14.4%	13.8%	8.8%	10.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q11-1. Number of City of Austin parks

Very satisfied	20.1%	26.0%	22.6%	22.9%	25.6%	24.6%
Satisfied	47.7%	50.4%	44.8%	49.1%	48.4%	48.6%
Neutral	20.7%	14.8%	22.8%	19.7%	16.3%	17.5%
Dissatisfied	8.6%	7.4%	7.1%	6.3%	7.9%	7.4%
Very dissatisfied	2.9%	1.4%	2.6%	2.0%	1.8%	1.8%

Q11-2. Number of City of Austin walking/biking trails

Very satisfied	19.4%	25.2%	22.3%	22.8%	24.7%	24.0%
Satisfied	44.4%	49.3%	44.7%	48.6%	47.2%	47.7%
Neutral	26.9%	14.7%	22.6%	18.6%	17.5%	17.9%
Dissatisfied	7.5%	9.4%	8.4%	8.9%	9.0%	8.9%
Very dissatisfied	1.9%	1.3%	2.0%	1.2%	1.7%	1.5%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q11-3. Appearance of City of Austin park grounds located in Austin

Very satisfied	19.1%	21.4%	19.9%	20.0%	21.2%	20.8%
Satisfied	53.4%	54.3%	48.0%	52.6%	52.4%	52.5%
Neutral	21.9%	17.6%	23.3%	19.2%	19.8%	19.5%
Dissatisfied	2.8%	5.3%	6.7%	6.0%	5.2%	5.5%
Very dissatisfied	2.8%	1.4%	2.1%	2.3%	1.4%	1.7%

Q11-4. Overall quality of City of Austin parks & recreation programs or classes offered by City

Very satisfied	15.2%	20.4%	17.9%	16.6%	20.6%	19.2%
Satisfied	45.0%	48.6%	41.4%	44.4%	47.2%	46.1%
Neutral	31.8%	24.0%	30.5%	29.6%	24.9%	26.6%
Dissatisfied	6.6%	6.0%	7.6%	6.6%	6.5%	6.5%
Very dissatisfied	1.3%	1.0%	2.7%	2.8%	0.8%	1.6%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q11-5. Quality of youth athletic programs offered by City

Very satisfied	11.1%	12.8%	13.5%	12.0%	13.3%	12.8%
Satisfied	28.7%	35.0%	30.0%	34.0%	31.7%	32.7%
Neutral	38.0%	41.0%	41.7%	40.4%	41.4%	40.9%
Dissatisfied	17.6%	9.3%	11.1%	10.0%	11.4%	10.8%
Very dissatisfied	4.6%	1.9%	3.6%	3.6%	2.2%	2.7%

Q11-6. Quality of adult athletic programs offered by City

Very satisfied	10.6%	9.9%	12.0%	10.4%	10.6%	10.6%
Satisfied	33.7%	35.8%	29.3%	33.2%	33.5%	33.5%
Neutral	36.5%	41.9%	44.4%	42.4%	42.3%	42.2%
Dissatisfied	16.3%	10.2%	10.5%	10.2%	11.6%	10.9%
Very dissatisfied	2.9%	2.2%	3.7%	3.8%	2.0%	2.8%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q11-7. Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)

Very satisfied	10.1%	12.8%	11.7%	11.9%	12.4%	12.2%
Satisfied	41.7%	47.2%	39.9%	44.6%	44.2%	44.5%
Neutral	34.5%	32.2%	36.2%	32.5%	34.5%	33.7%
Dissatisfied	10.8%	5.6%	9.1%	8.0%	6.7%	7.2%
Very dissatisfied	2.9%	2.1%	3.0%	2.9%	2.1%	2.4%

Q11-8. Safety of equipment or playscapes in City of Austin parks

Very satisfied	13.1%	15.3%	14.1%	13.3%	15.5%	14.7%
Satisfied	32.8%	52.5%	41.9%	43.9%	50.0%	47.6%
Neutral	41.8%	26.5%	33.3%	33.1%	27.9%	29.8%
Dissatisfied	9.8%	4.6%	8.2%	7.3%	5.3%	6.1%
Very dissatisfied	2.5%	1.1%	2.6%	2.4%	1.3%	1.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q11-9. Overall satisfaction with City of Austin swimming pools

Very satisfied	8.1%	14.2%	11.7%	11.5%	13.8%	13.0%
Satisfied	38.2%	42.8%	37.4%	39.0%	42.1%	40.8%
Neutral	33.8%	23.9%	32.7%	30.8%	25.2%	27.2%
Dissatisfied	16.2%	13.2%	12.4%	12.2%	13.6%	13.2%
Very dissatisfied	3.7%	6.0%	5.9%	6.5%	5.2%	5.7%

Q11-10. Satisfaction with City of Austin aquatic programs or classes

Very satisfied	7.1%	9.7%	9.3%	8.0%	10.1%	9.3%
Satisfied	30.6%	35.7%	35.1%	35.5%	34.9%	35.0%
Neutral	49.0%	42.4%	43.8%	43.8%	43.2%	43.5%
Dissatisfied	11.2%	9.2%	7.5%	8.9%	8.8%	8.8%
Very dissatisfied	2.0%	3.1%	4.2%	3.8%	2.9%	3.4%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q11-11. Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)

Very satisfied	10.6%	17.0%	14.8%	14.4%	16.5%	15.9%
Satisfied	48.2%	49.9%	42.9%	46.9%	48.4%	47.8%
Neutral	31.9%	26.1%	31.1%	28.6%	27.8%	28.0%
Dissatisfied	8.5%	5.4%	7.3%	6.8%	5.8%	6.2%
Very dissatisfied	0.7%	1.6%	3.9%	3.3%	1.6%	2.2%

Q11-12. Cleanliness of library facilities

Very satisfied	25.7%	24.4%	22.0%	20.3%	25.9%	23.8%
Satisfied	50.0%	51.4%	49.3%	52.0%	50.0%	50.6%
Neutral	20.8%	18.6%	23.4%	22.1%	19.1%	20.2%
Dissatisfied	2.1%	3.5%	3.4%	3.5%	3.2%	3.4%
Very dissatisfied	1.4%	2.1%	1.8%	2.1%	1.9%	2.0%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	
<u>Q11-13. Library programs</u>						
Very satisfied	22.8%	22.7%	21.0%	19.1%	24.0%	22.2%
Satisfied	40.7%	46.5%	43.6%	44.2%	45.8%	45.1%
Neutral	33.3%	24.2%	29.2%	30.0%	24.4%	26.5%
Dissatisfied	1.6%	5.1%	5.0%	5.6%	4.4%	4.8%
Very dissatisfied	1.6%	1.4%	1.1%	1.1%	1.5%	1.3%
 <u>Q11-14. Materials at libraries</u>						
Very satisfied	18.3%	22.8%	19.6%	17.8%	23.6%	21.5%
Satisfied	43.0%	46.3%	46.7%	48.6%	44.7%	46.1%
Neutral	33.1%	23.3%	26.3%	26.0%	24.5%	25.1%
Dissatisfied	3.5%	5.9%	5.8%	5.7%	5.7%	5.7%
Very dissatisfied	2.1%	1.6%	1.7%	2.0%	1.5%	1.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	
<u>Q11-15. Library hours</u>						
Very satisfied	17.6%	18.6%	15.4%	15.4%	18.9%	17.6%
Satisfied	45.1%	46.1%	48.0%	49.5%	44.8%	46.6%
Neutral	28.9%	23.4%	27.2%	25.3%	24.8%	25.0%
Dissatisfied	4.9%	9.3%	7.1%	7.1%	9.0%	8.3%
Very dissatisfied	3.5%	2.5%	2.3%	2.6%	2.5%	2.5%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q12. Sum of top 3 choice2</u>						
Number of City of Austin parks	28.9%	40.4%	29.8%	32.2%	38.8%	36.4%
Number of City of Austin walking/biking trails	20.3%	31.2%	24.2%	25.3%	30.1%	28.2%
Appearance of City of Austin park grounds located in Austin	25.9%	32.1%	28.3%	29.2%	31.2%	30.5%
Overall quality of City of Austin parks & recreation programs or classes offered by City	23.4%	16.9%	19.0%	18.0%	18.1%	18.1%
Quality of youth athletic programs offered by City	20.3%	12.9%	18.2%	17.5%	13.7%	15.1%
Quality of adult athletic programs offered by City	6.6%	3.8%	5.8%	5.9%	3.9%	4.6%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q12. Sum of top 3 choices (cont.)

Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	14.7%	8.7%	10.7%	10.6%	9.4%	9.8%
Safety of equipment or playscapes in City of Austin parks	17.3%	19.3%	18.7%	20.2%	18.2%	19.0%
Overall satisfaction with City of Austin swimming pools	19.8%	21.8%	15.2%	16.9%	21.5%	19.8%
Satisfaction with City of Austin aquatic programs or classes	1.5%	2.5%	2.9%	3.2%	2.2%	2.5%
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	30.5%	30.2%	26.6%	26.6%	30.8%	29.2%
Cleanliness of library facilities	7.1%	5.0%	5.1%	4.6%	5.5%	5.2%
Library programs	11.2%	13.9%	13.1%	13.1%	13.8%	13.5%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q12. Sum of top 3 choices (cont.)

Materials at libraries	13.2%	18.4%	14.1%	15.3%	17.6%	16.7%
Library hours	7.1%	7.7%	6.6%	6.2%	8.0%	7.3%
None chosen	15.7%	10.0%	18.4%	16.6%	10.5%	12.9%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q13-1. Quality of residential garbage collection</u>						
Very satisfied	34.1%	35.9%	29.5%	31.9%	35.0%	33.9%
Satisfied	50.3%	50.0%	52.3%	50.4%	50.9%	50.6%
Neutral	8.1%	8.3%	9.7%	9.7%	7.9%	8.6%
Dissatisfied	5.9%	4.4%	6.3%	5.8%	4.7%	5.1%
Very dissatisfied	1.6%	1.5%	2.2%	2.2%	1.4%	1.7%
 <u>Q13-2. Quality of residential yard waste collection</u>						
Very satisfied	27.2%	33.4%	26.8%	28.7%	32.2%	31.0%
Satisfied	49.7%	47.0%	48.5%	46.7%	48.2%	47.6%
Neutral	15.6%	12.2%	15.0%	14.3%	12.8%	13.3%
Dissatisfied	6.9%	5.4%	7.4%	7.3%	5.4%	6.1%
Very dissatisfied	0.6%	2.0%	2.3%	3.1%	1.4%	2.0%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q13-3. Quality of residential curbside recycling services</u>						
Very satisfied	34.9%	37.1%	30.7%	31.8%	37.1%	35.1%
Satisfied	45.7%	44.5%	47.9%	46.1%	45.2%	45.5%
Neutral	10.9%	10.1%	12.3%	12.0%	10.1%	10.8%
Dissatisfied	6.9%	6.3%	6.5%	7.3%	5.8%	6.4%
Very dissatisfied	1.7%	2.0%	2.6%	2.8%	1.8%	2.2%
 <u>Q13-4. Household hazardous waste disposal service</u>						
Very satisfied	16.8%	16.7%	14.6%	16.7%	15.7%	16.1%
Satisfied	36.5%	33.1%	36.2%	34.0%	34.6%	34.3%
Neutral	31.4%	27.5%	26.9%	25.9%	28.5%	27.6%
Dissatisfied	13.9%	17.2%	14.6%	16.2%	16.2%	16.2%
Very dissatisfied	1.5%	5.5%	7.6%	7.2%	5.0%	5.8%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q13-5. Bulky item pick-up/removal services</u>						
Very satisfied	23.8%	26.7%	22.3%	24.4%	25.8%	25.2%
Satisfied	46.9%	44.0%	44.1%	44.1%	44.4%	44.3%
Neutral	17.5%	17.4%	18.8%	17.9%	17.6%	17.8%
Dissatisfied	11.3%	9.0%	11.3%	9.9%	9.8%	9.8%
Very dissatisfied	0.6%	2.9%	3.5%	3.7%	2.4%	2.9%
 <u>Q13-6. Reliability of your electric service</u>						
Very satisfied	34.2%	37.3%	29.9%	30.4%	37.7%	35.0%
Satisfied	45.7%	47.8%	51.0%	50.1%	47.6%	48.5%
Neutral	12.0%	10.5%	13.0%	12.9%	10.4%	11.3%
Dissatisfied	7.1%	2.7%	4.3%	4.4%	3.0%	3.6%
Very dissatisfied	1.1%	1.7%	1.7%	2.2%	1.3%	1.6%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q13-7. Safety of your drinking water</u>						
Very satisfied	27.9%	34.7%	28.2%	29.6%	33.9%	32.3%
Satisfied	43.0%	44.4%	47.8%	45.8%	44.9%	45.2%
Neutral	17.9%	12.7%	15.5%	15.5%	12.9%	13.9%
Dissatisfied	8.9%	5.6%	5.9%	5.7%	6.2%	6.0%
Very dissatisfied	2.2%	2.6%	2.6%	3.4%	2.1%	2.6%
 <u>Q13-8. Cleanliness of City streets & public areas</u>						
Very satisfied	12.9%	16.1%	15.2%	16.0%	15.3%	15.6%
Satisfied	41.4%	49.3%	46.4%	45.6%	49.2%	47.8%
Neutral	29.6%	20.5%	21.8%	22.2%	21.5%	21.7%
Dissatisfied	12.4%	11.3%	13.2%	12.8%	11.3%	11.9%
Very dissatisfied	3.8%	2.7%	3.4%	3.3%	2.7%	3.0%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q13-9. Cleanliness of your neighborhood</u>						
Very satisfied	20.7%	24.1%	19.5%	21.8%	22.9%	22.5%
Satisfied	41.5%	47.5%	49.4%	45.7%	48.6%	47.5%
Neutral	23.4%	16.0%	17.3%	18.1%	16.4%	17.0%
Dissatisfied	11.7%	8.9%	10.0%	10.2%	8.8%	9.4%
Very dissatisfied	2.7%	3.5%	3.8%	4.1%	3.2%	3.5%
 <u>Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings</u>						
Very satisfied	6.6%	8.0%	8.3%	8.6%	7.5%	7.9%
Satisfied	30.7%	29.6%	30.2%	31.4%	29.0%	29.9%
Neutral	32.5%	29.8%	24.8%	26.6%	30.0%	28.7%
Dissatisfied	22.3%	21.9%	23.6%	20.2%	23.6%	22.4%
Very dissatisfied	7.8%	10.8%	13.0%	13.1%	10.0%	11.1%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q13-11. Enforcement of local codes & ordinances

Very satisfied	7.7%	7.7%	8.8%	8.4%	7.7%	8.0%
Satisfied	29.4%	32.4%	33.4%	34.2%	31.4%	32.4%
Neutral	43.4%	35.8%	34.0%	32.3%	38.1%	35.9%
Dissatisfied	12.6%	15.6%	13.2%	14.7%	14.6%	14.6%
Very dissatisfied	7.0%	8.5%	10.6%	10.5%	8.2%	9.0%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	
<u>Q14. Sum of top 3 choices</u>						
Quality of residential garbage collection	39.6%	42.0%	37.8%	36.7%	43.0%	40.6%
Quality of residential yard waste collection	7.1%	6.4%	6.9%	7.6%	6.0%	6.6%
Quality of residential curbside recycling services	18.8%	22.5%	18.6%	19.5%	22.0%	21.0%
Household hazardous waste disposal service	9.6%	9.3%	10.7%	9.9%	9.7%	9.8%
Bulky item pick-up/removal services	10.2%	9.0%	11.7%	11.1%	9.2%	9.9%
Reliability of your electric service	37.6%	43.9%	34.2%	35.9%	43.4%	40.6%
Safety of your drinking water	51.8%	62.2%	50.4%	51.8%	61.8%	58.0%
Cleanliness of City streets & public areas	27.4%	27.8%	25.4%	24.4%	28.8%	27.1%
Cleanliness of your neighborhood	16.8%	13.1%	17.0%	17.3%	12.8%	14.5%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q14. Sum of top 3 choices (cont.)

Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	22.3%	20.0%	21.9%	22.9%	19.5%	20.8%
Enforcement of local codes & ordinances	13.2%	16.3%	17.0%	16.3%	16.2%	16.2%
None chosen	14.2%	8.2%	14.7%	14.4%	8.1%	10.6%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q15-1. Austin Energy customer service</u>						
Very satisfied	15.1%	20.3%	17.7%	17.1%	20.2%	19.1%
Satisfied	48.8%	46.6%	49.4%	47.1%	48.0%	47.6%
Neutral	25.6%	21.4%	21.0%	21.8%	21.6%	21.7%
Dissatisfied	8.1%	8.1%	5.8%	7.4%	7.5%	7.5%
Very dissatisfied	2.3%	3.6%	6.2%	6.6%	2.7%	4.2%
 <u>Q15-2. Water & wastewater utility customer service</u>						
Very satisfied	13.7%	18.4%	12.4%	13.7%	17.8%	16.3%
Satisfied	52.3%	44.6%	47.9%	46.2%	46.3%	46.2%
Neutral	24.8%	25.2%	27.4%	25.9%	25.6%	25.8%
Dissatisfied	7.2%	8.5%	7.1%	8.5%	7.8%	8.0%
Very dissatisfied	2.0%	3.3%	5.2%	5.8%	2.5%	3.7%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q15-3. Helpfulness of library staff

Very satisfied	36.4%	45.2%	37.2%	36.3%	45.5%	42.1%
Satisfied	38.6%	38.4%	40.5%	42.4%	37.2%	39.0%
Neutral	25.0%	14.9%	21.2%	19.9%	16.2%	17.6%
Dissatisfied	0.0%	1.0%	0.2%	0.7%	0.7%	0.7%
Very dissatisfied	0.0%	0.4%	0.9%	0.7%	0.3%	0.5%

Q15-4. Overall quality of customer service provided by City of Austin

Very satisfied	17.9%	17.9%	15.6%	16.4%	17.7%	17.3%
Satisfied	39.9%	43.5%	45.9%	44.3%	43.6%	43.8%
Neutral	32.1%	29.5%	28.8%	28.4%	30.2%	29.5%
Dissatisfied	7.7%	6.9%	5.6%	6.7%	6.6%	6.6%
Very dissatisfied	2.4%	2.2%	4.1%	4.2%	1.9%	2.7%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	

Q15-5. Services provided by City's 3-1-1 assistance telephone number

Very satisfied	30.0%	30.8%	25.2%	24.9%	31.3%	29.2%
Satisfied	44.3%	43.0%	43.9%	45.3%	42.4%	43.3%
Neutral	14.3%	19.1%	24.9%	22.8%	18.9%	20.3%
Dissatisfied	10.7%	4.7%	3.8%	4.4%	5.3%	4.9%
Very dissatisfied	0.7%	2.5%	2.1%	2.6%	2.1%	2.2%

Q15-6. Review services for residential & commercial building plans

Very satisfied	9.5%	7.6%	5.4%	5.6%	8.1%	7.1%
Satisfied	24.8%	18.4%	19.7%	20.5%	18.5%	19.3%
Neutral	45.7%	36.9%	42.7%	41.7%	38.0%	39.4%
Dissatisfied	8.6%	20.2%	15.8%	17.2%	18.1%	17.9%
Very dissatisfied	11.4%	16.9%	16.4%	14.9%	17.3%	16.3%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q15-7. Value of services received from Austin Energy</u>						
Very satisfied	12.2%	13.9%	12.1%	12.3%	13.8%	13.3%
Satisfied	42.1%	38.3%	38.7%	39.8%	38.3%	38.8%
Neutral	32.3%	29.9%	31.5%	28.4%	31.7%	30.5%
Dissatisfied	8.5%	11.7%	10.8%	11.1%	11.1%	11.2%
Very dissatisfied	4.9%	6.1%	6.8%	8.3%	5.1%	6.2%
 <u>Q15-8. Water & wastewater rates (cost)</u>						
Very satisfied	6.3%	7.0%	5.4%	5.5%	7.1%	6.5%
Satisfied	21.7%	21.7%	20.9%	22.6%	20.9%	21.5%
Neutral	29.1%	28.8%	29.9%	28.1%	29.7%	29.1%
Dissatisfied	26.9%	25.6%	22.5%	22.6%	26.0%	24.8%
Very dissatisfied	16.0%	17.0%	21.3%	21.3%	16.3%	18.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q16-1. Availability of affordable housing for low/moderate income families</u>						
Very satisfied	3.8%	5.4%	5.3%	3.8%	6.1%	5.2%
Satisfied	7.5%	8.2%	11.4%	10.5%	8.1%	9.0%
Neutral	17.6%	19.8%	20.2%	20.0%	19.5%	19.7%
Dissatisfied	28.3%	33.8%	30.8%	29.5%	34.3%	32.5%
Very dissatisfied	42.8%	32.8%	32.4%	36.2%	31.9%	33.6%
 <u>Q16-2. City's efforts to offer financial literacy/homebuyer education</u>						
Very satisfied	3.5%	4.5%	5.7%	4.2%	5.1%	4.8%
Satisfied	12.2%	15.0%	16.3%	15.2%	15.3%	15.2%
Neutral	39.1%	43.8%	39.9%	39.5%	44.0%	42.1%
Dissatisfied	23.5%	20.6%	19.8%	21.4%	19.9%	20.6%
Very dissatisfied	21.7%	16.1%	18.2%	19.7%	15.7%	17.3%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	

Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses

Very satisfied	6.8%	8.2%	5.7%	6.1%	7.9%	7.3%
Satisfied	10.3%	22.4%	19.6%	19.3%	21.3%	20.5%
Neutral	35.0%	41.0%	38.0%	38.9%	40.2%	39.6%
Dissatisfied	28.2%	17.1%	21.2%	20.5%	18.5%	19.4%
Very dissatisfied	19.7%	11.3%	15.5%	15.2%	12.0%	13.3%

Q16-4. Shot for Tots & Big Shots program (immunizations)

Very satisfied	15.5%	14.6%	12.6%	12.6%	15.0%	14.0%
Satisfied	37.9%	39.1%	30.6%	34.0%	37.9%	36.3%
Neutral	37.9%	38.7%	44.5%	42.0%	39.5%	40.5%
Dissatisfied	6.8%	3.4%	6.1%	5.2%	4.2%	4.6%
Very dissatisfied	1.9%	4.1%	6.1%	6.2%	3.5%	4.5%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q16-5. Food Safety Inspection program</u>						
Very satisfied	9.7%	9.4%	7.3%	6.8%	10.0%	8.8%
Satisfied	33.6%	38.2%	33.1%	34.8%	36.9%	36.2%
Neutral	42.5%	42.1%	43.5%	41.9%	43.0%	42.6%
Dissatisfied	11.5%	6.4%	9.0%	9.5%	6.6%	7.7%
Very dissatisfied	2.7%	4.0%	7.0%	7.0%	3.5%	4.8%
 <u>Q16-6. Neighborhood planning/zoning efforts</u>						
Very satisfied	4.0%	2.8%	4.3%	3.0%	3.4%	3.3%
Satisfied	26.0%	20.3%	22.2%	20.2%	22.0%	21.4%
Neutral	37.3%	33.2%	34.5%	38.3%	31.5%	34.0%
Dissatisfied	22.7%	26.7%	19.3%	20.9%	26.2%	24.2%
Very dissatisfied	10.0%	17.0%	19.7%	17.7%	16.9%	17.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q16-7. Accessibility of municipal court services</u>						
Very satisfied	6.5%	5.2%	8.1%	5.8%	6.4%	6.2%
Satisfied	28.2%	33.3%	28.4%	31.7%	31.3%	31.4%
Neutral	45.2%	42.4%	43.0%	42.7%	42.9%	42.8%
Dissatisfied	12.1%	13.4%	11.9%	11.8%	13.3%	12.8%
Very dissatisfied	8.1%	5.7%	8.6%	8.0%	6.1%	6.8%
 <u>Q16-8. Access to affordable quality housing</u>						
Very satisfied	3.4%	3.8%	4.8%	3.6%	4.4%	4.1%
Satisfied	10.7%	10.0%	10.1%	9.4%	10.5%	10.1%
Neutral	20.1%	21.9%	23.7%	22.3%	22.1%	22.2%
Dissatisfied	28.9%	30.5%	31.3%	29.8%	31.0%	30.6%
Very dissatisfied	36.9%	33.9%	30.0%	34.9%	32.0%	33.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q16-9. Access to affordable quality child care</u>						
Very satisfied	0.8%	4.7%	5.6%	3.4%	5.3%	4.5%
Satisfied	12.2%	10.8%	12.8%	12.0%	11.2%	11.5%
Neutral	35.0%	32.9%	34.2%	34.5%	33.0%	33.5%
Dissatisfied	26.0%	26.1%	24.7%	23.6%	26.7%	25.7%
Very dissatisfied	26.0%	25.6%	22.8%	26.6%	23.9%	24.8%
 <u>Q16-10. Access to affordable quality health care</u>						
Very satisfied	4.1%	7.4%	7.8%	6.0%	8.0%	7.2%
Satisfied	19.6%	22.8%	22.5%	21.3%	23.0%	22.4%
Neutral	32.4%	28.2%	29.4%	29.9%	28.5%	29.0%
Dissatisfied	25.0%	21.6%	18.0%	18.9%	22.0%	20.9%
Very dissatisfied	18.9%	20.0%	22.2%	23.9%	18.4%	20.5%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q16-11. Access to affordable quality food

Very satisfied	11.0%	14.4%	12.8%	10.3%	15.5%	13.6%
Satisfied	29.9%	37.6%	35.6%	35.7%	37.0%	36.4%
Neutral	33.1%	28.6%	31.5%	31.7%	28.5%	29.8%
Dissatisfied	15.6%	12.0%	11.1%	12.2%	12.0%	12.1%
Very dissatisfied	10.4%	7.4%	9.1%	10.2%	6.9%	8.1%

Q16-12. City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability

Very satisfied	14.5%	19.6%	16.3%	15.4%	19.8%	18.2%
Satisfied	29.6%	37.0%	33.7%	33.7%	36.5%	35.5%
Neutral	26.3%	26.7%	30.2%	30.3%	26.3%	27.7%
Dissatisfied	15.1%	9.2%	9.3%	9.2%	10.0%	9.7%
Very dissatisfied	14.5%	7.4%	10.5%	11.4%	7.4%	8.9%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q16-13. City's effort to support dialogue between residents & government

Very satisfied	9.3%	9.7%	8.6%	7.1%	10.6%	9.4%
Satisfied	24.0%	32.4%	29.9%	30.0%	31.6%	30.9%
Neutral	34.0%	32.0%	32.1%	34.7%	30.8%	32.2%
Dissatisfied	24.0%	15.5%	14.7%	12.8%	17.8%	16.0%
Very dissatisfied	8.7%	10.4%	14.7%	15.3%	9.2%	11.4%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q17. Sum of top 3 choices

Availability of affordable housing for low/moderate income families	44.7%	40.3%	38.1%	40.1%	40.2%	40.1%
City's efforts to offer financial literacy/homebuyer education	6.1%	4.5%	6.4%	6.2%	4.6%	5.2%
City's effort to promote & assist small, minority and/or women-owned businesses	13.2%	9.5%	9.9%	11.6%	8.9%	9.9%
Shot for Tots & Big Shots program (immunizations)	8.1%	8.8%	8.0%	7.3%	9.2%	8.5%
Food Safety Inspection program	14.7%	19.2%	17.3%	16.3%	19.5%	18.3%
Neighborhood planning/zoning efforts	16.2%	27.4%	20.5%	22.3%	25.8%	24.5%
Accessibility of municipal court services	6.1%	6.8%	6.7%	6.8%	6.7%	6.7%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q17. Sum of top 3 choices (cont.)

Access to affordable quality housing	35.5%	37.2%	35.4%	37.5%	36.1%	36.5%
Access to affordable quality child care	12.7%	13.7%	11.0%	12.8%	12.9%	12.9%
Access to affordable quality health care	27.9%	34.3%	32.8%	32.2%	34.1%	33.3%
Access to affordable quality food	14.7%	18.4%	17.0%	16.2%	18.5%	17.7%
City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	25.9%	19.6%	21.1%	19.9%	21.1%	20.6%
City's effort to support dialogue between residents & government	17.8%	23.0%	18.2%	18.2%	23.0%	21.2%
None chosen	15.7%	9.9%	16.6%	15.3%	10.4%	12.3%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q18-1. Have you visited a City of Austin park?</u>						
Yes	89.8%	94.9%	91.5%	91.6%	94.7%	93.5%
No	10.2%	5.1%	8.5%	8.4%	5.3%	6.5%
<u>Q18-2. Have you used a City of Austin walking/biking trail?</u>						
Yes	70.1%	86.9%	78.4%	81.1%	84.2%	83.1%
No	29.9%	13.1%	21.6%	18.9%	15.8%	16.9%
<u>Q18-3. Have you participated in a City of Austin recreation program or class?</u>						
Yes	28.8%	22.9%	25.1%	25.8%	23.1%	24.1%
No	71.2%	77.1%	74.9%	74.2%	76.9%	75.9%
<u>Q18-4. Have you participated in a City of Austin Parks youth athletic program?</u>						
Yes	14.1%	8.7%	14.7%	13.4%	9.3%	10.8%
No	85.9%	91.3%	85.3%	86.6%	90.7%	89.2%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q18-5. Have you participated in a City of Austin Parks adult athletic program?

Yes	16.0%	10.6%	11.5%	12.7%	10.6%	11.3%
No	84.0%	89.4%	88.5%	87.3%	89.4%	88.7%

Q18-6. Have you visited a City of Austin outdoor athletic field (soccer/baseball field, tennis court)?

Yes	58.1%	61.9%	59.9%	60.3%	61.4%	61.0%
No	41.9%	38.1%	40.1%	39.7%	38.6%	39.0%

Q18-7. Have you used park equipment, such as playscapes, while visiting a City of Austin Park?

Yes	47.9%	57.3%	56.3%	56.3%	56.1%	56.2%
No	52.1%	42.7%	43.7%	43.8%	43.9%	43.8%

Q18-8. Have you visited a City of Austin pool?

Yes	65.4%	63.5%	58.4%	59.4%	63.9%	62.3%
No	34.6%	36.5%	41.6%	40.6%	36.1%	37.7%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q18-9. Have you participated in a City of Austin aquatic program or class?

Yes	13.3%	10.8%	14.4%	13.5%	11.1%	12.0%
No	86.7%	89.2%	85.6%	86.5%	88.9%	88.0%

Q18-10. Have you visited a City of Austin recreation center (senior, nature, cultural centers, or museums)?

Yes	57.6%	66.6%	61.4%	65.3%	64.1%	64.4%
No	42.4%	33.4%	38.6%	34.7%	35.9%	35.6%

Q18-11. Have you used City's bicycle lane system/network?

Yes	26.6%	44.7%	36.5%	36.2%	43.6%	40.8%
No	73.4%	55.3%	63.5%	63.8%	56.4%	59.2%

Q18-12. Have you used City's urban trail network?

Yes	44.3%	59.5%	50.2%	49.6%	59.0%	55.6%
No	55.7%	40.5%	49.8%	50.4%	41.0%	44.4%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q18-13. Have you visited a City of Austin library facility?</u>						
Yes	72.5%	70.8%	68.5%	68.5%	71.4%	70.3%
No	27.5%	29.2%	31.5%	31.5%	28.6%	29.7%
<u>Q18-14. Have you participated in a City of Austin library program?</u>						
Yes	24.9%	27.4%	28.2%	25.6%	28.2%	27.4%
No	75.1%	72.6%	71.8%	74.4%	71.8%	72.6%
<u>Q18-15. Have you had contact with City of Austin Municipal Court?</u>						
Yes	42.6%	46.2%	43.5%	46.8%	44.0%	45.1%
No	57.4%	53.8%	56.5%	53.2%	56.0%	54.9%
<u>Q18-16. Have you had contact with City for code enforcement?</u>						
Yes	30.3%	33.5%	32.0%	32.0%	33.4%	32.8%
No	69.7%	66.5%	68.0%	68.0%	66.6%	67.2%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q18-17. Have you visited Austin-Bergstrom International Airport?</u>						
Yes	92.6%	93.0%	88.3%	89.3%	93.1%	91.7%
No	7.4%	7.0%	11.7%	10.7%	6.9%	8.3%
<u>Q18-18. Have you called 3-1-1?</u>						
Yes	69.7%	72.0%	62.7%	66.2%	70.9%	69.2%
No	30.3%	28.0%	37.3%	33.8%	29.1%	30.8%
<u>Q18-19. Have you called 9-1-1?</u>						
Yes	54.8%	49.9%	44.4%	46.1%	50.3%	48.8%
No	45.2%	50.1%	55.6%	53.9%	49.7%	51.2%
<u>Q18-20. Have you had contact with Austin Police Department?</u>						
Yes	63.8%	66.2%	60.2%	61.6%	65.7%	64.3%
No	36.2%	33.8%	39.8%	38.4%	34.3%	35.7%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q18-21. Have you had contact with Austin Fire Department?</u>						
Yes	41.0%	36.5%	35.3%	35.7%	36.9%	36.6%
No	59.0%	63.5%	64.7%	64.3%	63.1%	63.4%
<u>Q18-22. Have you had contact with Emergency Medical Services Department?</u>						
Yes	42.5%	34.6%	35.2%	36.3%	34.9%	35.4%
No	57.5%	65.4%	64.8%	63.7%	65.1%	64.6%
<u>Q18-23. Have you had contact with Austin Public Health (social services, public health services, etc.)?</u>						
Yes	25.4%	20.9%	24.3%	25.3%	20.4%	22.3%
No	74.6%	79.1%	75.7%	74.7%	79.6%	77.7%
<u>Q18-24. Have you had contact with Planning & Zoning department (zoning, neighborhood/small area plans, Imagine Austin comprehensive plans)?</u>						
Yes	24.1%	29.1%	26.8%	27.2%	28.6%	28.0%
No	75.9%	70.9%	73.2%	72.8%	71.4%	72.0%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	Q25. Your race			Q24. Are you Hispanic, Latino, or of other Spanish ancestry?		Total
	African American/Black	Caucasian/White	Other	Yes	No	

Q18-25. Have you had contact with City's Development Services department (permitting, inspections)?

Yes	27.8%	33.3%	27.6%	28.7%	32.8%	31.2%
No	72.2%	66.7%	72.4%	71.3%	67.2%	68.8%

Q18-26. Have you visited Austin Animal Center?

Yes	39.9%	53.1%	49.0%	49.9%	51.3%	50.8%
No	60.1%	46.9%	51.0%	50.1%	48.7%	49.2%

Q18 (27-29). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you receive services from the following organizations: (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q18-27. Does Austin Energy provide your electric service?</u>						
Yes	93.0%	89.7%	89.2%	87.9%	90.9%	89.8%
No	7.0%	10.3%	10.8%	12.1%	9.1%	10.2%
<u>Q18-28. Does City of Austin collect garbage at your residence?</u>						
Yes	93.0%	90.5%	90.8%	91.0%	90.6%	90.8%
No	7.0%	9.5%	9.2%	9.0%	9.4%	9.2%
<u>Q18-29. Does City of Austin provide your home with water & wastewater services?</u>						
Yes	98.9%	98.1%	97.8%	97.4%	98.4%	98.1%
No	1.1%	1.9%	2.2%	2.6%	1.6%	1.9%

Q19. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business." (without "don't know")

N=2215

	<u>Q25. Your race</u>			<u>Q24. Are you Hispanic, Latino, or of other Spanish ancestry?</u>		<u>Total</u>
	<u>African American/Black</u>	<u>Caucasian/White</u>	<u>Other</u>	<u>Yes</u>	<u>No</u>	
<u>Q19. Your level of agreement with the statement</u>						
Strongly disagree	7.0%	5.0%	7.0%	6.4%	5.4%	5.7%
Disagree	11.5%	6.9%	7.0%	6.7%	7.8%	7.3%
Neutral	29.9%	24.4%	27.6%	29.0%	23.8%	25.8%
Agree	37.6%	47.1%	45.3%	44.7%	46.4%	45.8%
Strongly agree	14.0%	16.5%	13.1%	13.1%	16.7%	15.4%

City of Austin

Community Survey

Appendix E –

Cross-Tabular Data by Number of Dependents and Owners vs. Renters

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

September 2017



Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q1-1. City of Austin as a place to live</u>									
Very satisfied	31.0%	29.7%	28.6%	27.1%	30.8%	38.1%	29.0%	29.5%	29.1%
Satisfied	50.0%	48.9%	48.4%	50.2%	51.7%	47.6%	50.4%	46.1%	49.1%
Neutral	10.6%	10.8%	13.5%	9.4%	11.6%	7.9%	11.6%	11.8%	11.6%
Dissatisfied	4.6%	7.4%	7.8%	10.0%	4.7%	3.2%	6.7%	9.1%	7.5%
Very dissatisfied	3.7%	3.2%	1.7%	3.3%	1.2%	3.2%	2.3%	3.6%	2.6%
 <u>Q1-2. City of Austin as a place to raise children</u>									
Very satisfied	22.3%	22.0%	25.0%	27.0%	34.1%	35.5%	25.7%	24.6%	25.3%
Satisfied	36.5%	39.1%	40.3%	49.1%	42.4%	46.8%	43.4%	36.2%	41.3%
Neutral	33.1%	29.4%	24.2%	12.5%	13.5%	6.5%	21.7%	26.6%	23.1%
Dissatisfied	4.7%	6.6%	7.1%	8.9%	9.4%	9.7%	7.1%	8.1%	7.4%
Very dissatisfied	3.4%	3.0%	3.3%	2.5%	0.6%	1.6%	2.2%	4.5%	2.9%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q1-3. City of Austin as a place to work</u>									
Very satisfied	24.9%	27.4%	27.6%	26.9%	35.3%	43.5%	27.8%	28.5%	28.0%
Satisfied	49.3%	46.0%	47.4%	50.0%	47.6%	35.5%	49.5%	42.2%	47.2%
Neutral	17.8%	16.6%	17.0%	16.3%	11.2%	16.1%	15.6%	18.5%	16.5%
Dissatisfied	6.1%	7.8%	6.4%	4.4%	5.3%	3.2%	5.3%	8.8%	6.4%
Very dissatisfied	1.9%	2.2%	1.7%	2.4%	0.6%	1.6%	1.8%	2.2%	1.9%
 <u>Q1-4. City of Austin as a place to retire</u>									
Very satisfied	14.8%	15.0%	16.2%	13.8%	11.2%	17.2%	14.0%	16.9%	14.8%
Satisfied	20.0%	25.4%	22.6%	24.5%	21.0%	22.4%	25.5%	18.3%	23.3%
Neutral	29.0%	24.9%	27.8%	24.5%	32.9%	34.5%	27.0%	27.6%	27.2%
Dissatisfied	19.4%	18.2%	19.0%	21.6%	24.5%	12.1%	19.1%	19.6%	19.3%
Very dissatisfied	16.8%	16.5%	14.4%	15.6%	10.5%	13.8%	14.3%	17.7%	15.4%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q1-5. Overall value that you receive for your City tax & fees</u>									
Very satisfied	8.7%	7.7%	6.4%	6.2%	5.3%	8.2%	5.6%	9.6%	6.8%
Satisfied	19.2%	29.1%	28.4%	27.2%	31.0%	21.3%	28.3%	25.1%	27.3%
Neutral	36.1%	28.4%	28.2%	30.0%	29.8%	26.2%	29.5%	29.0%	29.3%
Dissatisfied	22.6%	22.7%	24.6%	21.0%	21.1%	23.0%	22.5%	24.0%	23.1%
Very dissatisfied	13.5%	12.2%	12.4%	15.5%	12.9%	21.3%	14.0%	12.2%	13.6%
 <u>Q1-6. Overall quality of life in City</u>									
Very satisfied	16.2%	19.5%	19.5%	20.0%	20.3%	25.4%	18.1%	21.8%	19.3%
Satisfied	52.8%	51.9%	45.3%	49.0%	55.8%	54.0%	51.7%	45.5%	49.7%
Neutral	21.3%	16.7%	23.2%	20.7%	15.7%	7.9%	19.4%	20.3%	19.8%
Dissatisfied	6.5%	8.9%	9.6%	7.7%	6.4%	7.9%	8.4%	8.6%	8.5%
Very dissatisfied	3.2%	2.9%	2.4%	2.7%	1.7%	4.8%	2.4%	3.7%	2.8%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q1-7. How well City of Austin is planning growth</u>									
Very satisfied	3.3%	2.9%	3.0%	3.1%	1.8%	8.2%	2.4%	4.5%	3.1%
Satisfied	9.5%	13.3%	12.7%	13.1%	12.6%	14.8%	12.3%	12.8%	12.5%
Neutral	16.2%	20.4%	19.7%	18.6%	16.2%	18.0%	19.0%	19.3%	19.1%
Dissatisfied	31.9%	30.7%	33.1%	34.1%	35.3%	31.1%	33.8%	29.9%	32.6%
Very dissatisfied	39.0%	32.7%	31.5%	31.0%	34.1%	27.9%	32.5%	33.5%	32.8%
<u>Q1-8. Overall quality of services provided by City of Austin</u>									
Very satisfied	7.1%	10.7%	10.0%	5.4%	8.1%	14.5%	8.5%	10.7%	9.2%
Satisfied	40.5%	39.9%	40.5%	46.8%	44.2%	38.7%	42.4%	39.0%	41.3%
Neutral	30.5%	31.4%	30.1%	26.1%	31.4%	29.0%	30.6%	28.6%	30.0%
Dissatisfied	14.3%	13.8%	13.8%	13.2%	12.2%	12.9%	13.0%	15.1%	13.6%
Very dissatisfied	7.6%	4.3%	5.6%	8.5%	4.1%	4.8%	5.5%	6.7%	5.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q2-1. Overall quality of City parks & recreation</u>									
Very satisfied	25.7%	27.0%	25.1%	24.6%	23.4%	31.7%	22.9%	31.1%	25.6%
Satisfied	52.4%	49.2%	51.7%	49.2%	51.5%	52.4%	52.0%	48.7%	50.8%
Neutral	15.7%	15.7%	16.9%	17.2%	16.4%	11.1%	16.8%	14.7%	16.3%
Dissatisfied	4.8%	6.2%	4.8%	7.4%	7.6%	4.8%	6.3%	4.7%	5.8%
Very dissatisfied	1.4%	1.9%	1.5%	1.7%	1.2%	0.0%	1.9%	0.8%	1.6%
 <u>Q2-2. Overall quality of City libraries</u>									
Very satisfied	23.7%	27.1%	26.3%	22.7%	23.4%	36.2%	24.6%	28.2%	25.7%
Satisfied	46.2%	43.6%	47.8%	45.3%	48.1%	41.4%	46.6%	44.8%	46.1%
Neutral	24.3%	23.4%	19.9%	23.4%	22.1%	17.2%	22.3%	21.4%	21.9%
Dissatisfied	2.3%	4.5%	4.6%	7.0%	5.2%	3.4%	5.0%	3.8%	4.7%
Very dissatisfied	3.5%	1.4%	1.3%	1.6%	1.3%	1.7%	1.5%	1.8%	1.6%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)</u>									
Very satisfied	16.5%	22.1%	24.8%	24.0%	26.7%	37.1%	22.7%	25.6%	23.5%
Satisfied	53.5%	47.9%	51.2%	51.9%	50.9%	43.5%	53.0%	43.9%	50.2%
Neutral	19.5%	17.9%	17.8%	14.1%	17.6%	8.1%	16.2%	19.9%	17.3%
Dissatisfied	7.5%	9.1%	5.2%	8.8%	2.4%	8.1%	6.2%	8.6%	7.1%
Very dissatisfied	3.0%	3.0%	1.0%	1.1%	2.4%	3.2%	2.0%	2.0%	1.9%
<u>Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)</u>									
Very satisfied	9.3%	9.4%	8.3%	12.2%	8.0%	17.6%	9.0%	10.7%	9.5%
Satisfied	29.1%	34.0%	38.4%	38.3%	38.4%	33.3%	37.8%	32.0%	35.9%
Neutral	46.4%	37.1%	37.8%	30.6%	36.8%	33.3%	37.9%	35.7%	37.3%
Dissatisfied	8.6%	13.1%	10.5%	12.6%	12.0%	11.8%	10.4%	14.2%	11.7%
Very dissatisfied	6.6%	6.5%	5.0%	6.3%	4.8%	3.9%	4.9%	7.4%	5.8%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q2-5. Overall quality of Austin-Bergstrom International Airport</u>									
Very satisfied	30.9%	29.4%	29.3%	25.1%	31.6%	44.8%	30.1%	28.1%	29.4%
Satisfied	48.3%	53.1%	52.6%	52.9%	49.7%	41.4%	52.7%	49.4%	51.6%
Neutral	15.5%	13.4%	13.7%	14.9%	15.8%	8.6%	12.9%	17.0%	14.2%
Dissatisfied	4.3%	3.0%	3.9%	5.1%	1.8%	3.4%	3.2%	4.5%	3.7%
Very dissatisfied	1.0%	1.1%	0.5%	2.0%	1.2%	1.7%	1.1%	0.9%	1.1%
 <u>Q2-6. Overall quality of drinking water provided by Austin Water</u>									
Very satisfied	26.3%	29.4%	28.5%	23.5%	32.7%	29.5%	30.4%	22.6%	28.0%
Satisfied	43.7%	44.8%	48.3%	51.4%	46.2%	42.6%	47.9%	44.8%	46.9%
Neutral	15.0%	15.6%	15.5%	13.6%	11.7%	16.4%	13.2%	18.9%	15.0%
Dissatisfied	11.7%	7.5%	5.1%	9.2%	8.8%	9.8%	6.5%	9.9%	7.5%
Very dissatisfied	3.3%	2.7%	2.5%	2.4%	0.6%	1.6%	1.9%	3.8%	2.6%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q2-7. Overall quality of wastewater services provided by Austin Water</u>									
Very satisfied	19.1%	23.0%	19.4%	20.1%	19.9%	23.3%	21.5%	18.5%	20.5%
Satisfied	45.7%	45.2%	47.1%	44.8%	49.4%	35.0%	46.9%	43.0%	45.8%
Neutral	21.6%	23.4%	24.6%	21.5%	19.3%	18.3%	21.5%	27.3%	23.2%
Dissatisfied	7.5%	5.9%	6.4%	6.6%	10.2%	16.7%	6.6%	8.0%	7.0%
Very dissatisfied	6.0%	2.5%	2.5%	6.9%	1.2%	6.7%	3.6%	3.3%	3.5%
<u>Q2-8. Overall quality of electric utility services provided by Austin Energy</u>									
Very satisfied	21.5%	22.6%	18.8%	18.9%	14.6%	24.1%	20.5%	18.7%	19.9%
Satisfied	40.7%	42.9%	47.4%	41.6%	52.5%	42.6%	46.1%	41.8%	44.7%
Neutral	21.5%	19.8%	20.2%	16.4%	16.5%	11.1%	18.5%	20.2%	19.0%
Dissatisfied	6.7%	9.7%	8.3%	15.7%	12.0%	11.1%	9.3%	12.3%	10.3%
Very dissatisfied	9.6%	4.9%	5.4%	7.3%	4.4%	11.1%	5.7%	6.9%	6.1%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q2-9. Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)</u>									
Very satisfied	1.5%	0.5%	0.1%	1.0%	1.2%	1.6%	0.5%	0.9%	0.6%
Satisfied	4.9%	2.8%	3.9%	4.7%	0.0%	3.3%	3.2%	3.6%	3.4%
Neutral	6.3%	10.3%	11.3%	9.5%	5.9%	8.2%	9.4%	10.8%	9.9%
Dissatisfied	23.3%	30.7%	27.0%	23.3%	28.2%	31.1%	28.3%	25.1%	27.3%
Very dissatisfied	64.1%	55.7%	57.7%	61.5%	64.7%	55.7%	58.6%	59.6%	58.9%
<u>Q2-10. Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)</u>									
Very satisfied	1.9%	0.5%	1.1%	2.0%	0.6%	0.0%	0.9%	1.4%	1.1%
Satisfied	9.0%	10.3%	11.9%	8.3%	5.9%	9.8%	9.6%	11.1%	10.0%
Neutral	15.1%	20.2%	17.0%	21.3%	14.8%	19.7%	18.0%	18.8%	18.3%
Dissatisfied	33.0%	34.7%	36.4%	30.0%	44.4%	36.1%	36.6%	32.0%	35.1%
Very dissatisfied	41.0%	34.4%	33.6%	38.3%	34.3%	34.4%	35.0%	36.8%	35.5%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q2-11. Overall maintenance of major City streets</u>									
Very satisfied	4.2%	3.8%	2.4%	2.0%	4.1%	3.3%	2.4%	4.5%	3.1%
Satisfied	25.8%	21.9%	24.2%	25.3%	26.0%	29.5%	24.1%	23.8%	24.0%
Neutral	21.6%	28.3%	27.3%	26.7%	26.0%	24.6%	27.5%	25.3%	26.7%
Dissatisfied	26.3%	29.5%	27.0%	28.4%	26.6%	29.5%	28.5%	27.1%	28.0%
Very dissatisfied	22.1%	16.5%	19.1%	17.6%	17.2%	13.1%	17.5%	19.2%	18.2%
 <u>Q2-12. Overall maintenance of City sidewalks</u>									
Very satisfied	3.3%	5.1%	4.2%	3.8%	5.4%	4.9%	3.5%	6.1%	4.4%
Satisfied	29.2%	26.4%	26.1%	31.8%	25.9%	27.9%	26.9%	27.7%	27.2%
Neutral	28.7%	31.1%	33.9%	31.1%	34.3%	34.4%	34.0%	28.6%	32.2%
Dissatisfied	20.1%	23.7%	22.5%	20.1%	22.9%	21.3%	21.7%	23.4%	22.3%
Very dissatisfied	18.7%	13.7%	13.4%	13.1%	11.4%	11.5%	13.8%	14.2%	13.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q2-13. Overall management of stormwater runoff</u>									
Very satisfied	5.0%	7.5%	7.9%	5.6%	7.4%	15.8%	6.8%	8.3%	7.3%
Satisfied	34.8%	34.5%	36.5%	36.0%	35.6%	26.3%	35.6%	34.0%	35.2%
Neutral	34.3%	38.2%	36.4%	39.7%	33.6%	29.8%	37.1%	36.6%	36.9%
Dissatisfied	16.0%	12.8%	12.4%	9.4%	16.1%	19.3%	12.5%	13.8%	12.9%
Very dissatisfied	9.9%	7.0%	6.9%	9.4%	7.4%	8.8%	7.9%	7.3%	7.7%
 <u>Q2-14. Overall effectiveness of communication by City of Austin</u>									
Very satisfied	6.1%	7.8%	5.8%	6.4%	3.7%	10.9%	6.2%	6.9%	6.4%
Satisfied	27.6%	29.1%	29.1%	31.1%	30.2%	29.1%	29.9%	27.6%	29.2%
Neutral	37.8%	40.5%	41.2%	37.1%	46.3%	43.6%	41.6%	38.1%	40.5%
Dissatisfied	19.4%	13.8%	15.7%	15.4%	13.0%	10.9%	13.9%	17.8%	15.2%
Very dissatisfied	9.2%	8.8%	8.3%	10.0%	6.8%	5.5%	8.3%	9.6%	8.7%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)</u>									
Very satisfied	10.8%	10.1%	6.1%	8.1%	6.7%	10.9%	7.5%	9.8%	8.3%
Satisfied	35.4%	36.4%	38.6%	36.3%	37.0%	30.4%	38.4%	33.6%	36.8%
Neutral	37.3%	38.7%	40.6%	39.0%	37.8%	47.8%	40.8%	37.0%	39.5%
Dissatisfied	11.4%	10.4%	10.3%	9.4%	13.4%	8.7%	9.0%	13.6%	10.5%
Very dissatisfied	5.1%	4.3%	4.4%	7.2%	5.0%	2.2%	4.3%	6.0%	4.9%
 <u>Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)</u>									
Very satisfied	3.7%	2.4%	3.5%	2.4%	3.2%	8.9%	2.6%	4.4%	3.2%
Satisfied	16.0%	19.1%	16.2%	22.2%	18.2%	10.7%	17.4%	19.0%	17.8%
Neutral	29.3%	34.1%	34.3%	25.8%	41.6%	42.9%	34.2%	31.3%	33.2%
Dissatisfied	24.5%	24.9%	24.7%	26.6%	17.5%	17.9%	24.4%	23.6%	24.2%
Very dissatisfied	26.6%	19.5%	21.3%	23.0%	19.5%	19.6%	21.4%	21.8%	21.5%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q2-17. Overall quality of development review, permitting & inspection services</u>									
Very satisfied	3.1%	2.3%	2.1%	3.3%	2.2%	7.8%	2.0%	4.2%	2.7%
Satisfied	13.7%	16.4%	11.3%	15.1%	14.0%	11.8%	13.3%	15.0%	13.8%
Neutral	32.9%	32.7%	36.0%	31.4%	36.0%	43.1%	33.4%	36.9%	34.3%
Dissatisfied	23.6%	24.3%	27.4%	21.8%	22.1%	11.8%	26.2%	19.4%	24.3%
Very dissatisfied	26.7%	24.3%	23.2%	28.5%	25.7%	25.5%	25.2%	24.5%	25.0%
 <u>Q2-18. Animal services (shelter, adoptions, animal control, etc.)</u>									
Very satisfied	24.9%	22.2%	17.6%	17.5%	15.4%	28.3%	19.2%	21.1%	19.8%
Satisfied	43.6%	45.8%	45.1%	47.2%	52.2%	41.3%	46.0%	44.9%	45.7%
Neutral	23.2%	24.9%	29.9%	26.6%	25.7%	26.1%	27.6%	26.1%	27.1%
Dissatisfied	6.6%	4.5%	4.9%	4.0%	4.4%	4.3%	4.7%	4.8%	4.7%
Very dissatisfied	1.7%	2.5%	2.4%	4.8%	2.2%	0.0%	2.6%	3.0%	2.7%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q3. Sum of top 4 choices</u>									
Overall quality of City parks & recreation	24.4%	18.1%	18.4%	22.2%	30.8%	12.5%	19.3%	22.2%	20.2%
Overall quality of City libraries	6.9%	7.4%	6.4%	7.6%	9.9%	4.7%	6.6%	8.3%	7.1%
Overall quality of public safety services (i.e. police, fire & ambulance)	38.2%	44.8%	43.5%	53.0%	44.2%	46.9%	46.1%	42.5%	44.8%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	5.5%	4.7%	4.1%	6.0%	4.7%	6.3%	4.3%	5.6%	4.7%
Overall quality of Austin-Bergstrom International Airport	7.8%	4.7%	6.2%	5.6%	7.6%	6.3%	6.2%	5.6%	6.0%
Overall quality of drinking water provided by Austin Water	24.4%	38.3%	36.5%	31.5%	43.6%	31.3%	36.2%	33.6%	35.3%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q3. Top choice (Cont.)</u>									
Overall quality of wastewater services provided by Austin Water	6.9%	7.7%	10.0%	8.6%	8.1%	7.8%	8.9%	7.9%	8.6%
Overall quality of electric utility services provided by Austin Energy	14.3%	16.9%	18.9%	18.9%	12.8%	17.2%	17.8%	16.7%	17.3%
Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	62.7%	58.7%	59.7%	64.6%	61.6%	56.3%	60.4%	59.5%	60.1%
Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	40.6%	44.9%	43.9%	39.4%	43.6%	29.7%	43.4%	39.9%	42.4%
Overall maintenance of major City streets	27.6%	21.6%	25.9%	19.9%	20.3%	20.3%	22.7%	24.3%	23.2%
Overall maintenance of City sidewalks	13.4%	7.2%	5.1%	7.6%	5.2%	4.7%	5.9%	8.8%	6.9%
Overall management of stormwater runoff	7.4%	4.5%	3.4%	4.0%	2.3%	6.3%	4.5%	3.7%	4.2%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q3. Sum of top 4 choices (cont.)</u>									
Overall effectiveness of communication by City of Austin	8.8%	6.2%	6.4%	4.6%	2.9%	4.7%	5.1%	7.7%	6.0%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	19.8%	22.6%	16.6%	17.5%	18.6%	23.4%	17.4%	22.8%	19.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	28.6%	21.7%	22.5%	22.8%	20.3%	20.3%	23.5%	20.2%	22.5%
Overall quality of development review, permitting & inspection services	10.6%	8.1%	13.0%	13.2%	7.0%	6.3%	12.2%	7.6%	10.7%
Animal services (shelter, adoptions, animal control, etc.)	7.8%	8.1%	5.9%	5.0%	3.5%	1.6%	5.9%	7.5%	6.4%
None chosen	9.7%	11.8%	12.0%	9.9%	11.6%	21.9%	11.6%	12.6%	12.0%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q4-1. I feel safe in my neighborhood during the day</u>									
Strongly agree	52.8%	45.5%	47.7%	42.9%	53.5%	50.8%	47.9%	45.3%	47.1%
Agree	36.6%	43.4%	44.2%	47.5%	38.4%	39.7%	43.6%	42.1%	43.1%
Neutral	5.6%	6.8%	5.7%	7.3%	5.2%	6.3%	5.6%	8.1%	6.4%
Disagree	3.7%	2.9%	1.9%	2.0%	2.9%	1.6%	2.3%	3.0%	2.5%
Strongly disagree	1.4%	1.4%	0.5%	0.3%	0.0%	1.6%	0.7%	1.5%	0.9%
<u>Q4-2. I feel safe in my neighborhood at night</u>									
Strongly agree	27.1%	24.2%	27.8%	26.3%	36.0%	28.6%	27.4%	26.1%	27.0%
Agree	41.1%	45.1%	48.4%	45.0%	41.9%	47.6%	47.5%	40.9%	45.5%
Neutral	16.8%	13.7%	13.0%	15.0%	9.9%	11.1%	13.3%	14.5%	13.6%
Disagree	10.3%	11.6%	8.6%	10.7%	10.5%	9.5%	8.9%	13.4%	10.3%
Strongly disagree	4.7%	5.5%	2.2%	3.0%	1.7%	3.2%	3.0%	5.0%	3.6%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q4-3. I feel safe in City parks</u>									
Strongly agree	29.2%	20.4%	18.0%	15.8%	19.4%	19.4%	18.7%	20.9%	19.5%
Agree	38.3%	45.2%	46.6%	46.4%	55.3%	61.3%	47.2%	46.0%	46.7%
Neutral	22.5%	22.7%	26.9%	25.4%	18.2%	14.5%	24.2%	22.8%	23.8%
Disagree	8.1%	9.0%	6.9%	10.7%	5.3%	1.6%	7.8%	8.2%	7.9%
Strongly disagree	1.9%	2.6%	1.8%	1.7%	1.8%	3.2%	2.0%	2.1%	2.0%
<u>Q4-4. I feel safe walking alone downtown during the day</u>									
Strongly agree	42.3%	33.7%	30.6%	27.9%	37.2%	33.3%	32.9%	31.9%	32.7%
Agree	36.7%	43.8%	47.4%	45.2%	42.4%	55.0%	45.4%	43.6%	44.8%
Neutral	10.2%	12.9%	13.6%	16.6%	10.5%	3.3%	12.9%	13.8%	13.1%
Disagree	7.0%	6.6%	6.4%	8.3%	7.6%	5.0%	6.5%	7.4%	6.8%
Strongly disagree	3.7%	3.0%	1.9%	2.1%	2.3%	3.3%	2.3%	3.3%	2.6%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q4-5. I feel safe walking alone downtown at night</u>									
Strongly agree	10.0%	6.2%	6.3%	5.3%	7.3%	7.0%	6.7%	6.1%	6.5%
Agree	29.2%	23.5%	19.8%	22.2%	26.1%	19.3%	23.0%	21.7%	22.6%
Neutral	22.0%	25.5%	26.4%	23.2%	28.5%	31.6%	26.7%	23.4%	25.7%
Disagree	22.0%	26.6%	32.1%	28.2%	25.5%	28.1%	28.0%	28.1%	28.0%
Strongly disagree	16.7%	18.2%	15.4%	21.1%	12.7%	14.0%	15.6%	20.6%	17.2%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)</u>									
Very satisfied	7.5%	4.5%	3.5%	2.4%	5.2%	8.2%	3.8%	5.2%	4.3%
Satisfied	31.8%	37.5%	35.7%	34.6%	38.4%	42.6%	36.6%	34.5%	35.9%
Neutral	25.7%	25.3%	26.8%	24.4%	26.2%	21.3%	25.8%	26.8%	26.0%
Dissatisfied	26.2%	22.6%	25.7%	26.8%	19.8%	24.6%	24.9%	22.9%	24.3%
Very dissatisfied	8.9%	10.1%	8.3%	11.9%	10.5%	3.3%	8.9%	10.6%	9.4%
 <u>Q5-2. Condition of streets in your neighborhood (residential streets)</u>									
Very satisfied	15.3%	12.9%	12.8%	12.7%	13.4%	21.3%	12.7%	14.5%	13.3%
Satisfied	38.9%	45.5%	48.5%	47.5%	48.3%	34.4%	47.4%	43.2%	46.0%
Neutral	21.3%	20.2%	19.4%	16.4%	15.7%	14.8%	19.2%	18.5%	18.9%
Dissatisfied	16.7%	14.2%	14.5%	15.1%	15.1%	19.7%	14.5%	15.8%	15.0%
Very dissatisfied	7.9%	7.2%	4.7%	8.4%	7.6%	9.8%	6.2%	8.0%	6.8%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)</u>									
Very satisfied	10.0%	12.1%	11.4%	16.1%	12.1%	25.4%	12.4%	12.7%	12.5%
Satisfied	33.5%	41.4%	43.8%	43.0%	35.2%	39.0%	41.1%	41.0%	41.0%
Neutral	26.8%	18.8%	21.1%	17.5%	23.6%	11.9%	20.1%	21.2%	20.4%
Dissatisfied	19.6%	18.8%	17.3%	12.9%	19.4%	16.9%	18.1%	16.2%	17.6%
Very dissatisfied	10.0%	8.8%	6.4%	10.5%	9.7%	6.8%	8.3%	9.0%	8.5%
 <u>Q5-4. Timing of traffic signals on City streets</u>									
Very satisfied	4.3%	5.4%	3.7%	3.3%	4.1%	6.6%	4.2%	4.9%	4.4%
Satisfied	33.6%	32.8%	33.6%	36.0%	29.2%	36.1%	33.9%	32.0%	33.3%
Neutral	29.9%	27.9%	28.4%	24.0%	28.7%	23.0%	28.2%	26.4%	27.5%
Dissatisfied	19.4%	23.4%	21.2%	23.3%	24.6%	26.2%	21.6%	23.9%	22.4%
Very dissatisfied	12.8%	10.6%	13.1%	13.3%	13.5%	8.2%	12.2%	12.9%	12.4%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q5-5. Adequacy of street lighting in your community</u>									
Very satisfied	7.0%	10.0%	10.8%	9.4%	9.9%	19.7%	10.4%	9.3%	10.1%
Satisfied	38.6%	39.7%	42.8%	44.1%	44.2%	39.3%	43.0%	38.8%	41.6%
Neutral	23.7%	24.0%	22.5%	19.9%	18.6%	18.0%	21.3%	24.6%	22.3%
Dissatisfied	22.3%	19.5%	18.2%	18.5%	20.3%	18.0%	19.0%	19.4%	19.2%
Very dissatisfied	8.4%	6.8%	5.7%	8.1%	7.0%	4.9%	6.3%	7.9%	6.8%
 <u>Q5-6. Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)</u>									
Very satisfied	7.1%	9.3%	9.3%	9.9%	10.6%	16.1%	9.3%	9.8%	9.4%
Satisfied	31.8%	34.6%	40.7%	39.6%	39.4%	50.0%	38.9%	35.5%	37.8%
Neutral	24.6%	24.4%	24.3%	25.3%	15.3%	16.1%	22.9%	25.1%	23.6%
Dissatisfied	22.7%	20.8%	19.4%	14.3%	22.9%	9.7%	19.4%	19.1%	19.3%
Very dissatisfied	13.7%	10.9%	6.4%	10.9%	11.8%	8.1%	9.5%	10.5%	9.8%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)</u>									
Very satisfied	10.4%	9.3%	12.5%	9.2%	11.3%	12.5%	10.4%	11.0%	10.7%
Satisfied	32.6%	30.2%	30.3%	35.1%	33.3%	39.3%	30.4%	34.4%	31.6%
Neutral	30.1%	32.2%	32.6%	29.5%	28.3%	28.6%	33.7%	26.4%	31.3%
Dissatisfied	16.6%	18.9%	15.5%	15.9%	19.5%	12.5%	16.4%	17.8%	16.8%
Very dissatisfied	10.4%	9.5%	9.1%	10.3%	7.5%	7.1%	9.1%	10.4%	9.6%
 <u>Q5-8. Off-street bicycle accessibility (City's urban trail network)</u>									
Very satisfied	14.2%	14.5%	17.1%	13.3%	12.5%	11.8%	14.4%	15.9%	14.9%
Satisfied	30.8%	35.4%	33.4%	42.9%	41.0%	43.1%	36.0%	35.9%	36.0%
Neutral	34.3%	34.2%	37.7%	31.7%	34.0%	29.4%	36.2%	32.0%	34.8%
Dissatisfied	14.2%	11.4%	7.9%	8.8%	7.6%	11.8%	9.0%	11.4%	9.7%
Very dissatisfied	6.5%	4.5%	3.9%	3.3%	4.9%	3.9%	4.4%	4.8%	4.6%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q5-9. Mowing & trimming along City streets</u>									
Very satisfied	8.2%	10.5%	8.3%	6.9%	10.1%	13.1%	7.4%	12.5%	9.0%
Satisfied	36.7%	35.3%	36.8%	42.1%	40.5%	42.6%	36.1%	40.4%	37.4%
Neutral	27.5%	29.7%	30.3%	27.9%	23.8%	26.2%	30.9%	25.4%	29.2%
Dissatisfied	18.8%	16.9%	16.7%	13.8%	14.9%	9.8%	16.5%	15.3%	16.2%
Very dissatisfied	8.7%	7.5%	7.9%	9.3%	10.7%	8.2%	9.1%	6.4%	8.3%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q6. Sum of top 3 choices</u>									
Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	71.0%	71.2%	71.9%	73.8%	76.2%	60.9%	72.3%	70.0%	71.6%
Condition of streets in your neighborhood (residential streets)	39.6%	40.1%	44.4%	37.4%	45.9%	40.6%	42.2%	40.4%	41.5%
Condition of sidewalks in your neighborhood (if sidewalks exist)	22.1%	17.2%	18.4%	15.2%	19.8%	21.9%	17.8%	18.3%	17.9%
Timing of traffic signals on City streets	36.9%	43.3%	45.5%	44.7%	41.9%	42.2%	44.5%	41.4%	43.6%
Adequacy of street lighting in your community	29.0%	29.0%	28.3%	29.5%	25.6%	28.1%	27.9%	29.2%	28.3%
Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)	33.2%	32.7%	26.0%	29.1%	28.5%	21.9%	28.4%	31.3%	29.2%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q6. Sum of top 3 choices (cont.)</u>									
On-street bicycle accessibility (City's bicycle lane system/ network)	23.5%	21.1%	17.9%	20.5%	20.3%	15.6%	19.6%	20.3%	19.8%
Off-street bicycle accessibility (City's urban trail network)	11.1%	7.1%	5.4%	8.3%	6.4%	4.7%	6.6%	7.6%	7.0%
Mowing & trimming along City streets	16.1%	13.3%	16.4%	18.9%	12.8%	14.1%	16.6%	12.6%	15.3%
None chosen	4.6%	7.1%	7.4%	6.6%	6.4%	15.6%	6.7%	8.5%	7.4%

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q7-1. Overall quality of police services</u>									
Very satisfied	14.9%	16.6%	20.2%	16.2%	16.4%	27.1%	17.9%	18.2%	18.0%
Satisfied	45.1%	49.8%	52.8%	58.1%	51.6%	45.8%	53.8%	46.1%	51.4%
Neutral	30.8%	20.8%	18.8%	15.5%	23.9%	15.3%	19.3%	23.1%	20.4%
Dissatisfied	7.7%	9.5%	6.0%	8.3%	5.0%	8.5%	6.8%	9.3%	7.6%
Very dissatisfied	1.5%	3.3%	2.2%	1.8%	3.1%	3.4%	2.2%	3.3%	2.6%
 <u>Q7-2. Speed of police response (how quickly police respond to emergencies)</u>									
Very satisfied	14.5%	19.2%	20.0%	13.1%	15.5%	30.4%	17.8%	19.5%	18.3%
Satisfied	41.5%	42.2%	46.6%	50.7%	47.3%	34.8%	47.3%	39.4%	44.9%
Neutral	31.4%	23.9%	24.2%	22.2%	24.8%	23.9%	24.3%	25.4%	24.6%
Dissatisfied	8.2%	10.2%	5.5%	10.4%	9.3%	4.3%	7.1%	10.6%	8.3%
Very dissatisfied	4.4%	4.5%	3.6%	3.6%	3.1%	6.5%	3.5%	5.1%	4.0%

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q7-3. Enforcement of local traffic laws</u>									
Very satisfied	13.2%	9.7%	10.2%	10.7%	10.8%	16.9%	10.3%	11.8%	10.7%
Satisfied	36.0%	38.8%	38.8%	41.9%	40.1%	42.4%	40.5%	36.0%	39.0%
Neutral	30.2%	28.2%	30.2%	25.6%	31.8%	23.7%	28.7%	29.0%	28.8%
Dissatisfied	14.3%	15.8%	14.2%	15.6%	9.6%	8.5%	13.8%	15.5%	14.3%
Very dissatisfied	6.3%	7.5%	6.5%	6.3%	7.6%	8.5%	6.7%	7.7%	7.1%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q7-4. Overall quality of fire services</u>									
Very satisfied	31.4%	33.0%	38.3%	33.8%	39.7%	49.1%	35.9%	35.9%	35.9%
Satisfied	52.3%	49.0%	47.4%	52.0%	46.3%	34.5%	49.5%	46.3%	48.4%
Neutral	16.3%	16.7%	14.1%	12.0%	13.2%	14.5%	14.1%	16.3%	14.8%
Dissatisfied	0.0%	0.9%	0.0%	1.3%	0.7%	0.0%	0.4%	0.6%	0.5%
Very dissatisfied	0.0%	0.4%	0.2%	0.9%	0.0%	1.8%	0.2%	0.8%	0.4%
 <u>Q7-5. Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)</u>									
Very satisfied	34.0%	35.2%	39.2%	35.3%	39.7%	58.3%	37.9%	36.6%	37.5%
Satisfied	46.5%	43.7%	43.8%	49.3%	47.1%	22.9%	45.7%	41.9%	44.4%
Neutral	19.4%	19.7%	16.0%	14.0%	12.4%	16.7%	15.8%	19.4%	17.0%
Dissatisfied	0.0%	1.0%	0.4%	1.0%	0.8%	0.0%	0.4%	1.2%	0.6%
Very dissatisfied	0.0%	0.5%	0.6%	0.5%	0.0%	2.1%	0.3%	0.9%	0.5%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

N=2215

	<u>Number of Dependents</u>						<u>Q28. Do you own or rent your home?</u>		<u>Total</u>
	<u>None</u>	<u>One</u>	<u>Two</u>	<u>Three</u>	<u>Four</u>	<u>Five+</u>	<u>Own</u>	<u>Rent</u>	
<u>Q7-6. Medical assistance provided by EMS (overall quality of ambulance services)</u>									
Very satisfied	31.9%	33.5%	41.0%	31.9%	39.3%	46.9%	36.4%	37.3%	36.6%
Satisfied	50.0%	45.8%	43.4%	52.6%	45.3%	34.7%	47.4%	42.0%	45.8%
Neutral	16.7%	17.8%	14.7%	13.6%	13.7%	16.3%	14.5%	18.7%	15.8%
Dissatisfied	0.7%	1.1%	0.6%	1.4%	1.7%	0.0%	0.9%	0.9%	0.9%
Very dissatisfied	0.7%	1.8%	0.4%	0.5%	0.0%	2.0%	0.8%	1.1%	0.9%
 <u>Q7-7. Timeliness of EMS response to emergency location</u>									
Very satisfied	30.7%	33.3%	39.2%	32.1%	35.6%	48.9%	35.8%	35.0%	35.6%
Satisfied	50.4%	46.2%	45.8%	51.2%	45.8%	34.0%	47.6%	44.8%	46.7%
Neutral	18.2%	17.6%	13.7%	13.9%	16.1%	14.9%	14.7%	17.6%	15.7%
Dissatisfied	0.7%	1.9%	0.8%	1.9%	2.5%	0.0%	1.3%	1.6%	1.4%
Very dissatisfied	0.0%	1.0%	0.6%	1.0%	0.0%	2.1%	0.6%	0.9%	0.7%

Q8. Which TWO of the public safety services listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q8. Sum of top 2 choices</u>									
Overall quality of police services	53.9%	50.8%	49.9%	46.0%	54.1%	35.9%	49.5%	50.6%	49.8%
Speed of police response (how quickly police respond to emergencies)	35.5%	32.0%	32.6%	39.4%	34.9%	39.1%	34.4%	32.2%	33.7%
Enforcement of local traffic laws	9.7%	10.0%	8.7%	10.9%	9.3%	12.5%	9.3%	10.5%	9.8%
Overall quality of fire services	24.4%	22.8%	27.6%	24.8%	33.1%	20.3%	27.3%	22.1%	25.6%
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	23.5%	24.1%	26.5%	26.5%	18.6%	20.3%	24.8%	23.5%	24.4%
Medical assistance provided by EMS (overall quality of ambulance services)	12.9%	16.3%	15.4%	11.6%	14.0%	9.4%	14.1%	15.6%	14.5%
Timeliness of EMS response to emergency location	20.3%	24.9%	19.3%	21.2%	19.2%	15.6%	20.5%	22.8%	21.1%
None chosen	8.3%	8.7%	9.5%	8.9%	7.6%	20.3%	9.1%	10.4%	9.6%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q9-1. Water & wastewater utility response time to emergencies</u>									
Very satisfied	8.2%	8.1%	11.7%	8.4%	16.2%	15.6%	10.9%	8.7%	10.3%
Satisfied	39.6%	44.2%	43.0%	37.9%	37.1%	28.9%	42.5%	38.2%	41.1%
Neutral	41.0%	37.1%	37.4%	39.5%	37.1%	42.2%	38.0%	38.5%	38.1%
Dissatisfied	6.0%	8.1%	5.4%	9.5%	7.6%	11.1%	5.9%	10.8%	7.4%
Very dissatisfied	5.2%	2.6%	2.6%	4.7%	1.9%	2.2%	2.8%	3.8%	3.1%
 <u>Q9-2. Water Conservation programs within Austin</u>									
Very satisfied	13.2%	11.7%	13.5%	11.1%	14.4%	14.3%	12.9%	11.5%	12.6%
Satisfied	40.1%	43.0%	39.9%	43.1%	39.2%	41.1%	42.5%	37.9%	41.2%
Neutral	37.9%	30.9%	29.8%	26.5%	30.7%	32.1%	29.4%	34.0%	30.6%
Dissatisfied	6.0%	9.9%	12.3%	13.4%	12.4%	8.9%	10.7%	12.8%	11.3%
Very dissatisfied	2.7%	4.6%	4.5%	5.9%	3.3%	3.6%	4.5%	3.9%	4.4%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q9-3. Energy Conservation program</u>									
Very satisfied	14.4%	13.0%	13.6%	9.8%	13.2%	16.4%	13.9%	9.9%	12.9%
Satisfied	38.9%	36.7%	41.1%	40.6%	43.1%	38.2%	40.8%	36.4%	39.6%
Neutral	34.4%	35.6%	32.2%	31.1%	31.3%	29.1%	31.9%	37.0%	33.2%
Dissatisfied	8.3%	10.6%	9.2%	13.1%	11.1%	10.9%	9.3%	13.1%	10.4%
Very dissatisfied	3.9%	4.1%	3.9%	5.3%	1.4%	5.5%	4.1%	3.6%	4.0%
 <u>Q9-4. Water quality of lakes & streams</u>									
Very satisfied	12.3%	9.0%	12.2%	7.1%	10.3%	16.7%	10.1%	11.1%	10.4%
Satisfied	38.0%	42.0%	47.3%	42.3%	53.2%	33.3%	46.1%	40.0%	44.2%
Neutral	28.9%	28.6%	26.0%	31.5%	19.2%	44.4%	28.5%	26.7%	27.9%
Dissatisfied	17.1%	16.4%	11.2%	15.4%	14.7%	5.6%	12.1%	18.1%	14.0%
Very dissatisfied	3.7%	3.9%	3.4%	3.7%	2.6%	0.0%	3.3%	4.1%	3.5%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q9-5. Flood control efforts</u>									
Very satisfied	4.6%	7.8%	9.5%	5.6%	5.1%	8.5%	7.7%	7.2%	7.5%
Satisfied	35.6%	37.1%	42.5%	40.3%	38.4%	34.0%	39.7%	37.9%	39.3%
Neutral	32.8%	35.4%	32.2%	35.1%	39.1%	46.8%	34.5%	35.3%	34.6%
Dissatisfied	20.1%	14.5%	11.4%	15.3%	12.3%	4.3%	13.2%	14.5%	13.7%
Very dissatisfied	6.9%	5.2%	4.3%	3.6%	5.1%	6.4%	4.8%	5.1%	4.9%

Q10. Which TWO of the environmental services listed in Question 9 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q10. Sum of top 2 choices</u>									
Water & wastewater utility response time to emergencies	25.3%	35.7%	36.5%	34.1%	34.3%	26.6%	36.0%	30.7%	34.2%
Water Conservation programs within Austin	41.9%	35.1%	35.2%	37.4%	40.7%	31.3%	35.9%	37.4%	36.3%
Energy Conservation program	39.6%	28.8%	27.6%	31.1%	27.9%	31.3%	28.7%	31.3%	29.5%
Water quality of lakes & streams	38.7%	42.8%	39.6%	37.7%	43.6%	34.4%	40.3%	40.1%	40.2%
Flood control efforts	33.6%	38.0%	38.6%	35.1%	33.7%	32.8%	38.0%	34.5%	36.9%
None chosen	9.2%	8.7%	11.0%	11.3%	9.3%	20.3%	9.9%	12.3%	10.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q11-1. Number of City of Austin parks</u>									
Very satisfied	27.9%	25.8%	22.4%	24.1%	25.7%	29.5%	23.0%	28.0%	24.6%
Satisfied	48.0%	47.8%	47.7%	53.3%	48.5%	47.5%	49.6%	46.3%	48.6%
Neutral	12.3%	18.5%	20.8%	13.7%	12.9%	16.4%	17.4%	17.9%	17.5%
Dissatisfied	9.3%	5.3%	8.1%	7.2%	11.7%	4.9%	8.5%	5.1%	7.4%
Very dissatisfied	2.5%	2.6%	1.0%	1.7%	1.2%	1.6%	1.5%	2.6%	1.8%
<u>Q11-2. Number of City of Austin walking/biking trails</u>									
Very satisfied	25.4%	26.0%	23.3%	22.3%	20.5%	29.3%	23.3%	25.0%	24.0%
Satisfied	46.7%	46.5%	47.7%	50.5%	50.0%	39.7%	48.2%	46.5%	47.7%
Neutral	13.7%	18.2%	19.1%	15.3%	19.3%	17.2%	18.3%	17.2%	17.9%
Dissatisfied	11.7%	7.9%	8.6%	10.1%	9.0%	10.3%	9.0%	9.0%	8.9%
Very dissatisfied	2.5%	1.3%	1.3%	1.7%	1.2%	3.4%	1.2%	2.2%	1.5%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Number of Dependents</u>						<u>Q28. Do you own or rent your home?</u>		<u>Total</u>
	<u>None</u>	<u>One</u>	<u>Two</u>	<u>Three</u>	<u>Four</u>	<u>Five+</u>	<u>Own</u>	<u>Rent</u>	
<u>Q11-3. Appearance of City of Austin park grounds located in Austin</u>									
Very satisfied	22.8%	22.3%	20.0%	20.5%	16.5%	26.2%	19.5%	23.5%	20.8%
Satisfied	50.5%	50.4%	53.5%	52.4%	58.2%	50.8%	54.1%	48.8%	52.5%
Neutral	20.4%	18.6%	20.2%	18.5%	20.0%	18.0%	19.1%	20.7%	19.5%
Dissatisfied	4.9%	6.6%	5.1%	5.8%	4.1%	4.9%	5.8%	4.8%	5.5%
Very dissatisfied	1.5%	2.1%	1.3%	2.7%	1.2%	0.0%	1.5%	2.2%	1.7%
 <u>Q11-4. Overall quality of City of Austin parks & recreation programs or classes offered by City</u>									
Very satisfied	19.0%	20.3%	19.5%	16.0%	19.2%	25.5%	17.5%	22.6%	19.2%
Satisfied	43.7%	43.9%	47.4%	50.6%	46.6%	41.2%	47.3%	43.9%	46.1%
Neutral	26.6%	28.6%	26.5%	23.6%	23.3%	27.5%	27.3%	25.0%	26.6%
Dissatisfied	8.9%	5.3%	5.9%	7.2%	10.3%	3.9%	6.8%	6.0%	6.5%
Very dissatisfied	1.9%	1.9%	0.8%	2.5%	0.7%	2.0%	1.1%	2.5%	1.6%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q11-5. Quality of youth athletic programs offered by City</u>									
Very satisfied	11.5%	11.9%	14.0%	12.0%	12.1%	17.8%	12.5%	13.5%	12.8%
Satisfied	34.5%	30.6%	31.6%	36.6%	35.4%	31.1%	32.2%	34.3%	32.7%
Neutral	47.1%	44.8%	43.9%	30.3%	34.3%	35.6%	43.3%	35.3%	40.9%
Dissatisfied	3.4%	9.7%	8.7%	16.6%	16.2%	13.3%	9.6%	13.5%	10.8%
Very dissatisfied	3.4%	3.0%	1.8%	4.6%	2.0%	2.2%	2.4%	3.5%	2.7%

Q11-6. Quality of adult athletic programs offered by City

Very satisfied	12.1%	10.0%	11.5%	8.3%	8.7%	22.0%	9.7%	12.5%	10.6%
Satisfied	33.3%	32.1%	33.2%	37.3%	34.8%	24.4%	33.7%	33.3%	33.5%
Neutral	39.4%	43.8%	45.0%	37.3%	39.1%	43.9%	43.4%	39.4%	42.2%
Dissatisfied	12.1%	10.3%	8.9%	13.6%	15.2%	4.9%	10.8%	11.3%	10.9%
Very dissatisfied	3.0%	3.8%	1.4%	3.6%	2.2%	4.9%	2.5%	3.4%	2.8%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q11-7. Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)</u>									
Very satisfied	17.9%	11.4%	12.9%	11.7%	6.3%	18.5%	11.6%	13.7%	12.2%
Satisfied	45.5%	44.4%	45.1%	42.9%	47.2%	38.9%	44.9%	43.5%	44.5%
Neutral	27.6%	34.0%	35.7%	31.6%	34.5%	27.8%	33.5%	34.1%	33.7%
Dissatisfied	6.2%	7.8%	4.5%	10.4%	8.5%	13.0%	7.7%	5.9%	7.2%
Very dissatisfied	2.8%	2.4%	1.8%	3.5%	3.5%	1.9%	2.3%	2.8%	2.4%

Q11-8. Safety of equipment or playscapes in City of Austin parks

Very satisfied	14.9%	14.0%	15.1%	12.2%	17.2%	21.1%	14.9%	14.0%	14.7%
Satisfied	50.4%	42.6%	48.2%	54.1%	47.7%	49.1%	48.9%	45.0%	47.6%
Neutral	29.8%	35.4%	30.5%	23.1%	24.5%	21.1%	28.9%	32.1%	29.8%
Dissatisfied	3.3%	6.5%	5.4%	7.0%	8.6%	7.0%	5.6%	7.1%	6.1%
Very dissatisfied	1.7%	1.6%	0.9%	3.5%	2.0%	1.8%	1.7%	1.7%	1.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q11-9. Overall satisfaction with City of Austin swimming pools</u>									
Very satisfied	13.1%	13.1%	13.2%	11.2%	14.0%	14.5%	12.3%	14.4%	13.0%
Satisfied	43.8%	38.4%	39.2%	47.6%	42.7%	41.8%	40.5%	41.6%	40.8%
Neutral	22.5%	26.9%	29.7%	24.9%	26.0%	25.5%	28.1%	25.6%	27.2%
Dissatisfied	15.6%	14.7%	13.4%	10.3%	12.0%	10.9%	13.8%	11.8%	13.2%
Very dissatisfied	5.0%	6.9%	4.5%	6.0%	5.3%	7.3%	5.3%	6.6%	5.7%
 <u>Q11-10. Satisfaction with City of Austin aquatic programs or classes</u>									
Very satisfied	9.2%	9.6%	9.5%	5.9%	12.4%	15.6%	8.8%	10.6%	9.3%
Satisfied	33.7%	29.8%	35.7%	43.5%	40.2%	28.9%	36.0%	32.4%	35.0%
Neutral	44.9%	45.5%	47.3%	37.6%	35.1%	35.6%	44.0%	42.3%	43.5%
Dissatisfied	9.2%	10.6%	5.8%	10.0%	7.2%	13.3%	9.1%	8.3%	8.8%
Very dissatisfied	3.1%	4.5%	1.8%	2.9%	5.2%	6.7%	2.1%	6.4%	3.4%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Number of Dependents</u>						<u>Q28. Do you own or rent your home?</u>		<u>Total</u>
	<u>None</u>	<u>One</u>	<u>Two</u>	<u>Three</u>	<u>Four</u>	<u>Five+</u>	<u>Own</u>	<u>Rent</u>	
<u>Q11-11. Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)</u>									
Very satisfied	17.1%	15.4%	16.0%	15.2%	15.0%	28.6%	14.7%	18.4%	15.9%
Satisfied	47.6%	44.5%	51.2%	49.6%	48.8%	30.6%	48.7%	45.5%	47.8%
Neutral	28.2%	30.5%	26.0%	24.4%	28.8%	34.7%	27.9%	28.4%	28.0%
Dissatisfied	3.5%	7.1%	5.7%	6.8%	6.9%	6.1%	7.0%	4.5%	6.2%
Very dissatisfied	3.5%	2.5%	1.0%	4.0%	0.6%	0.0%	1.7%	3.2%	2.2%
 <u>Q11-12. Cleanliness of library facilities</u>									
Very satisfied	23.7%	24.5%	25.1%	19.2%	22.1%	35.3%	22.3%	27.1%	23.8%
Satisfied	51.3%	48.1%	51.2%	55.0%	53.1%	43.1%	51.9%	48.0%	50.6%
Neutral	19.2%	21.5%	19.6%	18.8%	18.6%	19.6%	20.7%	19.2%	20.2%
Dissatisfied	2.6%	3.3%	2.8%	4.6%	5.5%	2.0%	3.2%	3.7%	3.4%
Very dissatisfied	3.2%	2.7%	1.2%	2.5%	0.7%	0.0%	1.9%	2.0%	2.0%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q11-13. Library programs</u>									
Very satisfied	22.2%	22.5%	21.1%	20.0%	27.1%	30.4%	21.1%	24.3%	22.2%
Satisfied	44.4%	40.3%	48.9%	47.7%	45.1%	39.1%	46.0%	43.6%	45.1%
Neutral	28.9%	30.0%	25.9%	24.1%	21.1%	21.7%	27.5%	24.5%	26.5%
Dissatisfied	1.5%	5.9%	3.5%	5.9%	6.0%	8.7%	4.1%	6.1%	4.8%
Very dissatisfied	3.0%	1.2%	0.6%	2.3%	0.8%	0.0%	1.3%	1.4%	1.3%
<u>Q11-14. Materials at libraries</u>									
Very satisfied	21.7%	23.6%	20.6%	18.6%	22.4%	25.0%	20.9%	22.9%	21.5%
Satisfied	46.7%	40.3%	47.4%	50.6%	51.7%	43.8%	46.2%	45.7%	46.1%
Neutral	25.7%	26.8%	26.2%	22.4%	19.6%	25.0%	25.8%	23.5%	25.1%
Dissatisfied	2.6%	8.2%	4.7%	5.5%	5.6%	4.2%	5.5%	5.8%	5.7%
Very dissatisfied	3.3%	1.1%	1.1%	3.0%	0.7%	2.1%	1.5%	2.0%	1.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q11-15. Library hours</u>									
Very satisfied	17.8%	19.2%	16.0%	15.3%	20.0%	26.5%	16.8%	19.3%	17.6%
Satisfied	49.3%	42.3%	48.6%	47.7%	50.3%	44.9%	48.1%	43.4%	46.6%
Neutral	20.4%	28.3%	25.7%	25.5%	15.9%	20.4%	25.5%	24.2%	25.0%
Dissatisfied	9.2%	7.8%	8.1%	8.1%	9.7%	8.2%	7.2%	10.5%	8.3%
Very dissatisfied	3.3%	2.4%	1.6%	3.4%	4.1%	0.0%	2.5%	2.7%	2.5%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q12. Sum of top 3 choices</u>									
Number of City of Austin parks	40.1%	35.1%	36.1%	36.4%	45.3%	31.3%	38.6%	31.9%	36.4%
Number of City of Austin walking/biking trails	29.0%	31.4%	25.5%	26.2%	29.7%	34.4%	28.8%	26.9%	28.2%
Appearance of City of Austin park grounds located in Austin	26.3%	30.3%	33.1%	29.5%	29.7%	28.1%	32.0%	27.5%	30.5%
Overall quality of City of Austin parks & recreation programs or classes offered by City	18.0%	18.7%	17.1%	22.8%	15.1%	15.6%	16.7%	21.3%	18.1%
Quality of youth athletic programs offered by City	15.2%	13.4%	15.5%	17.5%	15.7%	12.5%	14.7%	16.1%	15.1%
Quality of adult athletic programs offered by City	6.9%	5.1%	3.8%	5.0%	3.5%	3.1%	4.2%	5.3%	4.6%
Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	8.8%	8.3%	10.1%	11.6%	8.1%	17.2%	10.3%	8.8%	9.8%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q12. Sum of top 3 choices (cont.)</u>									
Safety of equipment or playscapes in City of Austin parks	17.1%	17.5%	17.7%	23.8%	23.3%	25.0%	18.4%	20.2%	19.0%
Overall satisfaction with City of Austin swimming pools	20.3%	18.1%	20.5%	18.5%	26.7%	15.6%	20.3%	18.9%	19.8%
Satisfaction with City of Austin aquatic programs or classes	2.3%	2.1%	2.2%	2.0%	3.5%	9.4%	2.3%	3.1%	2.5%
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	26.7%	31.8%	31.7%	27.2%	22.1%	12.5%	28.6%	30.7%	29.2%
Cleanliness of library facilities	6.0%	5.6%	5.3%	3.3%	6.4%	3.1%	4.6%	6.3%	5.2%
Library programs	12.9%	14.2%	13.5%	13.6%	15.1%	6.3%	12.6%	14.9%	13.5%
Materials at libraries	17.5%	18.1%	17.0%	13.9%	19.2%	9.4%	16.6%	16.8%	16.7%
Library hours	7.8%	8.0%	7.5%	7.0%	4.1%	7.8%	6.8%	8.3%	7.3%
None chosen	13.4%	12.7%	12.6%	11.3%	9.3%	20.3%	13.0%	12.3%	12.9%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
	<u>Q13-1. Quality of residential garbage collection</u>								
Very satisfied	35.5%	32.2%	36.7%	31.6%	32.1%	34.9%	36.6%	27.8%	33.9%
Satisfied	48.0%	51.3%	48.6%	53.3%	56.0%	44.4%	51.5%	48.5%	50.6%
Neutral	9.0%	9.0%	8.2%	8.2%	7.1%	14.3%	6.5%	13.6%	8.6%
Dissatisfied	4.5%	5.8%	5.6%	3.8%	4.2%	3.2%	4.2%	7.0%	5.1%
Very dissatisfied	3.0%	1.8%	1.0%	3.1%	0.6%	3.2%	1.2%	3.1%	1.7%
 <u>Q13-2. Quality of residential yard waste collection</u>									
Very satisfied	29.5%	29.3%	35.2%	28.2%	28.3%	30.5%	33.4%	24.6%	31.0%
Satisfied	42.6%	47.5%	45.5%	51.8%	52.4%	49.2%	48.6%	45.0%	47.6%
Neutral	16.9%	15.5%	11.7%	11.3%	12.7%	13.6%	11.3%	18.5%	13.3%
Dissatisfied	7.1%	6.0%	6.0%	6.0%	6.0%	5.1%	5.0%	9.1%	6.1%
Very dissatisfied	3.8%	1.8%	1.6%	2.8%	0.6%	1.7%	1.7%	2.8%	2.0%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q13-3. Quality of residential curbside recycling services</u>									
Very satisfied	34.5%	32.5%	37.8%	33.3%	38.7%	37.7%	38.6%	26.7%	35.1%
Satisfied	41.2%	46.8%	44.5%	46.7%	48.2%	39.3%	46.1%	44.2%	45.5%
Neutral	11.9%	12.0%	9.7%	11.2%	6.5%	16.4%	8.3%	16.8%	10.8%
Dissatisfied	8.2%	6.2%	6.5%	6.0%	5.4%	6.6%	5.5%	8.4%	6.4%
Very dissatisfied	4.1%	2.6%	1.6%	2.8%	1.2%	0.0%	1.5%	3.8%	2.2%
 <u>Q13-4. Household hazardous waste disposal service</u>									
Very satisfied	16.1%	14.7%	17.6%	15.4%	16.2%	15.4%	16.9%	13.8%	16.1%
Satisfied	34.9%	34.3%	33.9%	35.5%	36.0%	26.9%	34.8%	32.8%	34.3%
Neutral	30.9%	28.7%	26.1%	25.9%	25.0%	36.5%	26.4%	31.0%	27.6%
Dissatisfied	13.4%	15.9%	18.1%	16.2%	15.4%	11.5%	16.1%	16.3%	16.2%
Very dissatisfied	4.7%	6.4%	4.3%	7.0%	7.4%	9.6%	5.7%	6.2%	5.8%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q13-5. Bulky item pick-up/removal services</u>									
Very satisfied	22.9%	24.3%	26.2%	23.4%	27.8%	35.0%	27.6%	19.0%	25.2%
Satisfied	39.1%	42.8%	44.8%	51.5%	42.6%	36.7%	45.9%	39.8%	44.3%
Neutral	22.3%	20.9%	17.4%	13.9%	13.6%	13.3%	16.0%	22.3%	17.8%
Dissatisfied	12.8%	8.5%	9.1%	8.8%	14.2%	10.0%	8.1%	14.6%	9.8%
Very dissatisfied	2.8%	3.5%	2.5%	2.6%	1.9%	5.0%	2.4%	4.2%	2.9%
 <u>Q13-6. Reliability of your electric service</u>									
Very satisfied	36.9%	34.0%	36.6%	29.6%	41.4%	37.3%	36.3%	31.7%	35.0%
Satisfied	43.7%	48.5%	48.5%	52.1%	47.5%	45.8%	49.2%	47.3%	48.5%
Neutral	12.6%	12.1%	11.1%	12.5%	6.2%	11.9%	10.1%	14.1%	11.3%
Dissatisfied	3.9%	3.5%	2.9%	4.3%	3.1%	3.4%	2.9%	4.9%	3.6%
Very dissatisfied	2.9%	1.9%	0.8%	1.4%	1.9%	1.7%	1.5%	2.0%	1.6%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q13-7. Safety of your drinking water</u>									
Very satisfied	33.0%	29.1%	34.7%	30.4%	39.4%	27.9%	34.7%	26.7%	32.3%
Satisfied	38.5%	45.7%	47.7%	43.0%	43.5%	47.5%	45.6%	44.4%	45.2%
Neutral	18.0%	14.8%	11.2%	16.4%	12.9%	13.1%	12.7%	17.0%	13.9%
Dissatisfied	7.5%	6.9%	4.4%	7.0%	3.5%	9.8%	4.8%	8.6%	6.0%
Very dissatisfied	3.0%	3.4%	1.9%	3.1%	0.6%	1.6%	2.2%	3.3%	2.6%
 <u>Q13-8. Cleanliness of City streets & public areas</u>									
Very satisfied	16.3%	17.4%	14.5%	14.6%	14.6%	19.4%	15.3%	16.3%	15.6%
Satisfied	44.7%	43.4%	50.9%	47.8%	54.4%	48.4%	50.3%	42.2%	47.8%
Neutral	23.6%	23.5%	20.7%	21.7%	17.5%	19.4%	20.8%	23.6%	21.7%
Dissatisfied	12.5%	13.1%	10.8%	12.9%	10.5%	9.7%	11.2%	13.6%	11.9%
Very dissatisfied	2.9%	2.6%	3.0%	3.1%	2.9%	3.2%	2.4%	4.3%	3.0%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q13-9. Cleanliness of your neighborhood</u>									
Very satisfied	17.9%	23.0%	22.9%	22.4%	24.3%	28.6%	22.2%	22.9%	22.5%
Satisfied	41.5%	44.7%	50.3%	48.0%	52.7%	46.0%	49.9%	42.7%	47.5%
Neutral	22.7%	16.5%	16.2%	18.0%	16.0%	12.7%	16.0%	19.0%	17.0%
Dissatisfied	12.6%	10.5%	8.8%	8.5%	7.1%	6.3%	9.1%	10.2%	9.4%
Very dissatisfied	5.3%	5.3%	1.9%	3.1%	0.0%	6.3%	2.8%	5.2%	3.5%
 <u>Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings</u>									
Very satisfied	8.5%	9.3%	7.1%	5.4%	8.5%	15.7%	7.7%	8.5%	7.9%
Satisfied	27.1%	28.7%	29.7%	33.8%	33.1%	31.4%	29.3%	31.4%	29.9%
Neutral	29.9%	28.5%	28.9%	26.5%	28.2%	29.4%	29.5%	26.7%	28.7%
Dissatisfied	24.3%	22.6%	22.6%	22.3%	21.1%	15.7%	22.5%	22.4%	22.4%
Very dissatisfied	10.2%	10.8%	11.6%	11.9%	9.2%	7.8%	11.1%	10.9%	11.1%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q13-11. Enforcement of local codes & ordinances</u>									
Very satisfied	8.5%	10.0%	6.3%	6.3%	9.3%	16.3%	7.5%	9.3%	8.0%
Satisfied	31.7%	28.7%	33.4%	37.1%	34.3%	38.8%	31.7%	34.4%	32.4%
Neutral	32.3%	36.4%	37.1%	35.0%	37.1%	28.6%	37.0%	33.6%	35.9%
Dissatisfied	15.9%	17.3%	14.0%	12.5%	11.4%	10.2%	14.7%	14.1%	14.6%
Very dissatisfied	11.6%	7.7%	9.2%	9.2%	7.9%	6.1%	9.1%	8.7%	9.0%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q14. Sum of top 3 choices</u>									
Quality of residential garbage collection	36.4%	38.8%	43.6%	36.4%	48.8%	39.1%	43.0%	35.5%	40.6%
Quality of residential yard waste collection	8.3%	4.7%	7.4%	7.0%	6.4%	12.5%	7.2%	5.3%	6.6%
Quality of residential curbside recycling services	20.7%	22.9%	19.6%	20.9%	23.8%	20.3%	20.9%	21.5%	21.0%
Household hazardous waste disposal service	11.1%	9.2%	10.2%	9.6%	11.0%	7.8%	10.1%	9.2%	9.8%
Bulky item pick-up/removal services	11.1%	9.8%	9.1%	9.3%	8.7%	14.1%	10.3%	8.9%	9.9%
Reliability of your electric service	41.0%	41.3%	41.3%	39.4%	44.8%	28.1%	42.4%	37.1%	40.6%
Safety of your drinking water	53.5%	59.4%	59.8%	56.6%	61.0%	43.8%	58.2%	57.6%	58.0%
Cleanliness of City streets & public areas	31.8%	28.7%	25.1%	26.8%	27.3%	25.0%	24.3%	32.9%	27.1%
Cleanliness of your neighborhood	18.0%	13.9%	12.7%	18.5%	14.0%	15.6%	14.0%	15.6%	14.5%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q14. Sum of top 3 choices (cont.)</u>									
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	20.7%	21.9%	20.6%	23.5%	16.3%	14.1%	21.2%	19.9%	20.8%
Enforcement of local codes & ordinances	15.7%	18.1%	16.0%	17.2%	12.2%	10.9%	16.4%	15.8%	16.2%
None chosen	9.7%	9.7%	10.5%	9.9%	8.1%	21.9%	9.7%	12.3%	10.6%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q15-1. Austin Energy customer service</u>									
Very satisfied	18.2%	21.3%	17.9%	16.5%	19.4%	26.1%	18.8%	19.5%	19.1%
Satisfied	44.8%	45.4%	49.4%	49.6%	54.7%	39.1%	50.5%	41.4%	47.6%
Neutral	19.3%	22.9%	22.6%	20.7%	16.5%	19.6%	19.8%	25.8%	21.7%
Dissatisfied	11.0%	7.3%	6.3%	7.5%	7.2%	10.9%	6.6%	9.4%	7.5%
Very dissatisfied	6.6%	3.2%	3.7%	5.6%	2.2%	4.3%	4.3%	3.9%	4.2%
 <u>Q15-2. Water & wastewater utility customer service</u>									
Very satisfied	14.2%	17.7%	16.2%	14.6%	14.8%	21.3%	16.2%	16.1%	16.3%
Satisfied	43.9%	45.0%	46.9%	48.6%	51.0%	36.2%	48.0%	42.0%	46.2%
Neutral	28.4%	26.7%	25.1%	22.9%	28.2%	21.3%	24.0%	30.2%	25.8%
Dissatisfied	9.0%	8.0%	7.7%	8.7%	4.0%	14.9%	7.9%	8.3%	8.0%
Very dissatisfied	4.5%	2.5%	4.1%	5.1%	2.0%	6.4%	3.8%	3.3%	3.7%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q15-3. Helpfulness of library staff</u>									
Very satisfied	39.5%	43.9%	42.7%	37.5%	48.3%	42.0%	42.0%	42.2%	42.1%
Satisfied	38.1%	35.3%	40.6%	42.9%	42.7%	36.0%	39.5%	38.1%	39.0%
Neutral	21.8%	19.9%	15.7%	18.3%	7.7%	16.0%	17.2%	18.5%	17.6%
Dissatisfied	0.0%	0.2%	0.6%	0.9%	1.4%	6.0%	0.9%	0.4%	0.7%
Very dissatisfied	0.7%	0.7%	0.4%	0.4%	0.0%	0.0%	0.4%	0.8%	0.5%
 <u>Q15-4. Overall quality of customer service provided by City of Austin</u>									
Very satisfied	13.6%	18.9%	17.6%	14.9%	16.8%	23.6%	16.4%	19.0%	17.3%
Satisfied	45.7%	43.3%	42.7%	45.7%	49.7%	34.5%	45.7%	39.9%	43.8%
Neutral	29.3%	28.4%	30.6%	28.6%	30.3%	30.9%	29.1%	30.5%	29.5%
Dissatisfied	7.1%	6.7%	6.6%	7.8%	1.9%	9.1%	6.0%	8.1%	6.6%
Very dissatisfied	4.3%	2.7%	2.5%	3.0%	1.3%	1.8%	2.8%	2.5%	2.7%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q15-5. Services provided by City's 3-1-1 assistance telephone number</u>									
Very satisfied	26.6%	30.5%	30.3%	24.0%	31.4%	35.8%	30.9%	24.7%	29.2%
Satisfied	44.4%	42.0%	43.0%	45.9%	42.9%	45.3%	44.1%	41.7%	43.3%
Neutral	19.5%	19.8%	20.1%	23.2%	20.0%	15.1%	18.5%	24.9%	20.3%
Dissatisfied	5.3%	5.1%	4.9%	4.9%	3.6%	3.8%	4.6%	5.5%	4.9%
Very dissatisfied	4.1%	2.6%	1.7%	2.0%	2.1%	0.0%	1.9%	3.1%	2.2%
 <u>Q15-6. Review services for residential & commercial building plans</u>									
Very satisfied	8.2%	8.2%	5.9%	5.9%	6.3%	18.4%	6.6%	8.3%	7.1%
Satisfied	23.6%	18.9%	18.0%	19.4%	22.1%	21.1%	19.5%	19.4%	19.3%
Neutral	36.4%	35.7%	42.4%	38.8%	41.1%	42.1%	39.0%	40.9%	39.4%
Dissatisfied	15.5%	19.5%	19.3%	17.6%	15.8%	2.6%	17.9%	17.2%	17.9%
Very dissatisfied	16.4%	17.7%	14.4%	18.2%	14.7%	15.8%	17.0%	14.2%	16.3%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q15-7. Value of services received from Austin Energy</u>									
Very satisfied	14.0%	14.5%	13.0%	10.5%	13.3%	18.0%	12.8%	14.2%	13.3%
Satisfied	38.3%	39.3%	39.4%	38.0%	37.8%	36.0%	40.5%	35.3%	38.8%
Neutral	30.1%	28.8%	32.7%	28.7%	32.9%	30.0%	30.2%	31.5%	30.5%
Dissatisfied	10.9%	11.5%	8.6%	15.1%	11.9%	14.0%	10.0%	13.3%	11.2%
Very dissatisfied	6.7%	5.9%	6.3%	7.8%	4.2%	2.0%	6.5%	5.8%	6.2%
 <u>Q15-8. Water & wastewater rates (cost)</u>									
Very satisfied	8.5%	6.8%	5.8%	6.1%	5.5%	11.7%	6.3%	6.9%	6.5%
Satisfied	30.7%	22.2%	18.9%	22.7%	18.3%	18.3%	21.5%	21.6%	21.5%
Neutral	28.1%	30.7%	31.7%	23.1%	28.0%	18.3%	28.6%	30.8%	29.1%
Dissatisfied	20.6%	24.5%	25.8%	24.2%	29.3%	23.3%	24.9%	24.1%	24.8%
Very dissatisfied	12.1%	15.7%	17.8%	23.8%	18.9%	28.3%	18.7%	16.7%	18.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q16-1. Availability of affordable housing for low/moderate income families</u>									
Very satisfied	6.4%	4.2%	5.5%	5.1%	4.9%	7.7%	5.5%	4.6%	5.2%
Satisfied	11.1%	6.3%	10.6%	7.6%	11.3%	13.5%	9.5%	8.1%	9.0%
Neutral	15.2%	16.4%	21.4%	22.0%	22.5%	26.9%	22.7%	13.2%	19.7%
Dissatisfied	28.7%	34.1%	32.5%	33.5%	37.3%	23.1%	33.3%	31.1%	32.5%
Very dissatisfied	38.6%	39.0%	30.1%	31.8%	23.9%	28.8%	28.9%	43.1%	33.6%
 <u>Q16-2. City's efforts to offer financial literacy/homebuyer education</u>									
Very satisfied	6.8%	4.2%	4.7%	4.0%	4.8%	10.5%	5.8%	2.6%	4.8%
Satisfied	14.4%	15.5%	15.8%	14.9%	15.7%	13.2%	17.1%	11.6%	15.2%
Neutral	35.6%	40.4%	44.2%	43.4%	44.6%	42.1%	45.6%	35.3%	42.1%
Dissatisfied	22.9%	21.5%	20.0%	19.4%	21.7%	21.1%	18.0%	25.8%	20.6%
Very dissatisfied	20.3%	18.4%	15.3%	18.3%	13.3%	13.2%	13.5%	24.7%	17.3%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses</u>									
Very satisfied	10.6%	6.4%	7.3%	7.3%	5.4%	13.9%	7.3%	6.9%	7.3%
Satisfied	19.7%	21.5%	20.8%	19.8%	21.7%	13.9%	22.3%	16.6%	20.5%
Neutral	31.8%	36.3%	44.1%	40.7%	42.4%	38.9%	42.4%	33.5%	39.6%
Dissatisfied	22.0%	22.8%	16.2%	19.8%	16.3%	16.7%	16.9%	25.1%	19.4%
Very dissatisfied	15.9%	13.0%	11.6%	12.4%	14.1%	16.7%	11.1%	17.9%	13.3%
 <u>Q16-4. Shot for Tots & Big Shots program (immunizations)</u>									
Very satisfied	17.4%	14.1%	15.8%	12.6%	8.9%	12.5%	14.0%	14.2%	14.0%
Satisfied	38.4%	33.3%	37.9%	36.4%	41.8%	27.5%	37.1%	34.8%	36.3%
Neutral	36.0%	43.0%	38.5%	44.4%	35.4%	45.0%	41.2%	39.0%	40.5%
Dissatisfied	3.5%	5.2%	3.9%	2.6%	8.9%	5.0%	4.1%	5.7%	4.6%
Very dissatisfied	4.7%	4.4%	3.9%	4.0%	5.1%	10.0%	3.7%	6.4%	4.5%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q16-5. Food Safety Inspection program</u>									
Very satisfied	10.5%	10.9%	7.9%	6.7%	6.7%	12.5%	9.0%	8.0%	8.8%
Satisfied	36.2%	34.5%	36.5%	43.6%	35.6%	25.0%	37.3%	33.4%	36.2%
Neutral	41.0%	40.1%	43.3%	38.7%	46.7%	55.0%	42.2%	44.0%	42.6%
Dissatisfied	8.6%	8.7%	7.9%	5.5%	7.8%	5.0%	7.3%	8.9%	7.7%
Very dissatisfied	3.8%	5.9%	4.4%	5.5%	3.3%	2.5%	4.2%	5.7%	4.8%
 <u>Q16-6. Neighborhood planning/zoning efforts</u>									
Very satisfied	4.5%	4.3%	2.3%	2.7%	2.9%	7.5%	3.0%	3.9%	3.3%
Satisfied	20.5%	19.0%	23.1%	24.5%	17.4%	26.4%	21.2%	22.2%	21.4%
Neutral	28.2%	32.4%	35.4%	30.9%	42.8%	41.5%	34.8%	32.2%	34.0%
Dissatisfied	26.3%	25.1%	23.8%	25.9%	22.5%	9.4%	24.1%	24.3%	24.2%
Very dissatisfied	20.5%	19.2%	15.5%	15.9%	14.5%	15.1%	16.9%	17.4%	17.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q16-7. Accessibility of municipal court services</u>									
Very satisfied	8.7%	5.8%	6.2%	5.7%	4.5%	11.9%	5.0%	8.8%	6.2%
Satisfied	33.1%	28.5%	33.0%	34.9%	27.9%	31.0%	33.8%	26.2%	31.4%
Neutral	39.4%	43.0%	43.0%	40.6%	49.5%	40.5%	42.8%	43.3%	42.8%
Dissatisfied	11.8%	14.0%	13.0%	13.5%	10.8%	7.1%	12.9%	12.7%	12.8%
Very dissatisfied	7.1%	8.8%	4.8%	5.2%	7.2%	9.5%	5.6%	9.0%	6.8%
 <u>Q16-8. Access to affordable quality housing</u>									
Very satisfied	4.7%	3.7%	4.2%	3.3%	2.9%	10.6%	4.4%	3.4%	4.1%
Satisfied	12.4%	9.5%	10.4%	10.8%	8.1%	10.6%	11.3%	7.6%	10.1%
Neutral	19.5%	17.1%	26.7%	19.2%	27.2%	34.0%	25.4%	15.3%	22.2%
Dissatisfied	26.0%	31.8%	29.0%	36.7%	33.8%	23.4%	31.7%	28.8%	30.6%
Very dissatisfied	37.3%	37.9%	29.7%	30.0%	27.9%	21.3%	27.2%	44.9%	33.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q16-9. Access to affordable quality child care</u>									
Very satisfied	5.9%	4.1%	4.6%	5.6%	1.5%	9.8%	4.7%	4.2%	4.5%
Satisfied	15.8%	9.2%	11.3%	12.3%	13.1%	14.6%	11.9%	10.6%	11.5%
Neutral	34.7%	32.6%	37.6%	25.6%	33.8%	31.7%	34.4%	31.4%	33.5%
Dissatisfied	22.8%	26.3%	24.8%	30.3%	24.6%	24.4%	25.4%	26.4%	25.7%
Very dissatisfied	20.8%	27.8%	21.7%	26.2%	26.9%	19.5%	23.6%	27.5%	24.8%
 <u>Q16-10. Access to affordable quality health care</u>									
Very satisfied	8.3%	7.5%	7.5%	7.0%	3.0%	11.1%	7.1%	7.6%	7.2%
Satisfied	20.5%	22.3%	23.2%	21.3%	25.0%	20.0%	24.1%	19.0%	22.4%
Neutral	26.9%	24.9%	32.1%	27.4%	29.5%	42.2%	30.7%	25.3%	29.0%
Dissatisfied	21.8%	20.5%	20.1%	24.3%	22.7%	11.1%	21.0%	20.6%	20.9%
Very dissatisfied	22.4%	24.7%	17.1%	20.0%	19.7%	15.6%	17.1%	27.4%	20.5%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q16-11. Access to affordable quality food</u>									
Very satisfied	17.5%	12.7%	13.6%	11.7%	14.1%	19.1%	13.3%	14.3%	13.6%
Satisfied	29.9%	37.7%	37.9%	36.0%	40.0%	19.1%	37.7%	33.4%	36.4%
Neutral	25.4%	28.7%	30.5%	31.6%	25.2%	46.8%	30.2%	29.2%	29.8%
Dissatisfied	18.1%	11.7%	10.7%	13.0%	14.1%	6.4%	11.7%	13.1%	12.1%
Very dissatisfied	9.0%	9.2%	7.2%	7.7%	6.7%	8.5%	7.2%	10.0%	8.1%
 <u>Q16-12. City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability</u>									
Very satisfied	19.3%	20.1%	18.3%	15.2%	16.4%	18.8%	17.0%	20.7%	18.2%
Satisfied	30.7%	33.8%	37.7%	39.8%	35.1%	20.8%	38.3%	29.2%	35.5%
Neutral	28.9%	25.9%	27.2%	28.6%	29.9%	35.4%	28.0%	27.3%	27.7%
Dissatisfied	13.3%	10.0%	8.9%	8.2%	11.2%	10.4%	8.7%	12.0%	9.7%
Very dissatisfied	7.8%	10.2%	7.9%	8.2%	7.5%	14.6%	8.0%	10.8%	8.9%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q16-13. City's effort to support dialogue between residents & government</u>									
Very satisfied	9.7%	11.0%	8.6%	7.4%	10.2%	10.9%	8.6%	11.0%	9.4%
Satisfied	25.0%	32.8%	32.1%	31.0%	32.1%	21.7%	32.7%	27.4%	30.9%
Neutral	29.5%	29.4%	31.5%	36.4%	35.8%	50.0%	32.9%	31.0%	32.2%
Dissatisfied	19.9%	15.2%	17.3%	15.3%	14.6%	6.5%	16.0%	15.8%	16.0%
Very dissatisfied	15.9%	11.6%	10.5%	9.9%	7.3%	10.9%	9.8%	14.7%	11.4%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q17. Sum of top 3 choices</u>									
Availability of affordable housing for low/moderate income families	45.6%	44.8%	37.3%	37.4%	38.4%	29.7%	36.8%	47.2%	40.1%
City's efforts to offer financial literacy/homebuyer education	6.9%	5.0%	5.0%	5.3%	4.1%	9.4%	4.6%	6.3%	5.2%
City's effort to promote & assist small, minority and/or women-owned businesses	8.3%	10.7%	9.7%	9.9%	10.5%	10.9%	9.8%	10.1%	9.9%
Shot for Tots & Big Shots program (immunizations)	6.9%	7.5%	9.7%	6.3%	12.2%	9.4%	9.4%	6.1%	8.5%
Food Safety Inspection program	13.4%	17.9%	20.8%	17.2%	17.4%	21.9%	21.1%	12.0%	18.3%
Neighborhood planning/zoning efforts	25.8%	22.3%	25.6%	24.5%	23.8%	37.5%	29.0%	14.6%	24.5%
Accessibility of municipal court services	5.5%	5.9%	8.5%	6.3%	4.1%	9.4%	7.2%	5.8%	6.7%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q17. Sum of top 3 choices (cont.)</u>									
Access to affordable quality housing	39.2%	39.2%	31.7%	42.4%	41.3%	21.9%	32.2%	46.6%	36.5%
Access to affordable quality child care	8.3%	11.2%	12.0%	16.9%	23.8%	12.5%	13.1%	12.6%	12.9%
Access to affordable quality health care	30.0%	36.3%	33.8%	34.4%	29.7%	20.3%	32.4%	35.8%	33.3%
Access to affordable quality food	23.5%	19.0%	17.5%	17.9%	9.9%	10.9%	17.4%	18.1%	17.7%
City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	23.0%	21.6%	21.7%	17.9%	15.7%	21.9%	20.6%	20.6%	20.6%
City's effort to support dialogue between residents & government	24.4%	19.3%	22.7%	19.5%	23.3%	18.8%	22.4%	18.4%	21.2%
None chosen	11.1%	10.9%	11.8%	11.3%	14.5%	18.8%	12.1%	12.6%	12.3%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q18-1. Have you visited a City of Austin park?</u>									
Yes	93.5%	93.1%	91.4%	96.7%	99.4%	95.1%	93.6%	93.4%	93.5%
No	6.5%	6.9%	8.6%	3.3%	0.6%	4.9%	6.4%	6.6%	6.5%
<u>Q18-2. Have you used a City of Austin walking/biking trail?</u>									
Yes	84.9%	84.2%	78.8%	84.4%	93.6%	83.6%	82.9%	83.4%	83.1%
No	15.1%	15.8%	21.2%	15.6%	6.4%	16.4%	17.1%	16.6%	16.9%
<u>Q18-3. Have you participated in a City of Austin recreation program or class?</u>									
Yes	18.4%	23.2%	24.0%	23.4%	36.5%	30.0%	24.2%	23.9%	24.1%
No	81.6%	76.8%	76.0%	76.6%	63.5%	70.0%	75.8%	76.1%	75.9%
<u>Q18-4. Have you participated in a City of Austin Parks youth athletic program?</u>									
Yes	5.9%	6.5%	8.5%	16.3%	28.8%	28.3%	11.2%	10.2%	10.8%
No	94.1%	93.5%	91.5%	83.7%	71.2%	71.7%	88.8%	89.8%	89.2%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	<u>Number of Dependents</u>						<u>Q28. Do you own or rent your home?</u>		<u>Total</u>
	<u>None</u>	<u>One</u>	<u>Two</u>	<u>Three</u>	<u>Four</u>	<u>Five+</u>	<u>Own</u>	<u>Rent</u>	
<u>Q18-5. Have you participated in a City of Austin Parks adult athletic program?</u>									
Yes	6.4%	10.9%	11.7%	12.5%	13.6%	15.5%	10.8%	12.6%	11.3%
No	93.6%	89.1%	88.3%	87.5%	86.4%	84.5%	89.2%	87.4%	88.7%
<u>Q18-6. Have you visited a City of Austin outdoor athletic field (soccer/baseball field, tennis court)?</u>									
Yes	60.2%	57.6%	57.9%	65.4%	78.2%	70.5%	62.0%	58.9%	61.0%
No	39.8%	42.4%	42.1%	34.6%	21.8%	29.5%	38.0%	41.1%	39.0%
<u>Q18-7. Have you used park equipment, such as playscapes, while visiting a City of Austin Park?</u>									
Yes	51.7%	47.3%	50.9%	70.2%	86.6%	80.3%	58.3%	51.8%	56.2%
No	48.3%	52.7%	49.1%	29.8%	13.4%	19.7%	41.7%	48.2%	43.8%
<u>Q18-8. Have you visited a City of Austin pool?</u>									
Yes	66.3%	58.6%	58.0%	67.9%	78.4%	70.0%	62.9%	60.8%	62.3%
No	33.7%	41.4%	42.0%	32.1%	21.6%	30.0%	37.1%	39.2%	37.7%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q18-9. Have you participated in a City of Austin aquatic program or class?</u>									
Yes	4.9%	10.2%	10.4%	16.7%	23.4%	22.0%	11.8%	12.7%	12.0%
No	95.1%	89.8%	89.6%	83.3%	76.6%	78.0%	88.2%	87.3%	88.0%
<u>Q18-10. Have you visited a City of Austin recreation center (senior, nature, cultural centers, or museums)?</u>									
Yes	65.9%	64.7%	61.0%	66.6%	74.1%	60.0%	64.5%	64.2%	64.4%
No	34.1%	35.3%	39.0%	33.4%	25.9%	40.0%	35.5%	35.8%	35.6%
<u>Q18-11. Have you used City's bicycle lane system/network?</u>									
Yes	44.0%	42.3%	34.7%	43.3%	53.8%	43.3%	40.0%	43.0%	40.8%
No	56.0%	57.7%	65.3%	56.7%	46.2%	56.7%	60.0%	57.0%	59.2%
<u>Q18-12. Have you used City's urban trail network?</u>									
Yes	56.7%	57.8%	52.6%	54.5%	67.1%	41.4%	54.9%	57.1%	55.6%
No	43.3%	42.2%	47.4%	45.5%	32.9%	58.6%	45.1%	42.9%	44.4%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	<u>Number of Dependents</u>						<u>Q28. Do you own or rent your home?</u>		<u>Total</u>
	<u>None</u>	<u>One</u>	<u>Two</u>	<u>Three</u>	<u>Four</u>	<u>Five+</u>	<u>Own</u>	<u>Rent</u>	
<u>Q18-13. Have you visited a City of Austin library facility?</u>									
Yes	67.8%	67.1%	70.9%	72.1%	79.5%	74.1%	70.9%	69.0%	70.3%
No	32.2%	32.9%	29.1%	27.9%	20.5%	25.9%	29.1%	31.0%	29.7%
<u>Q18-14. Have you participated in a City of Austin library program?</u>									
Yes	20.3%	23.8%	25.6%	32.9%	43.5%	37.3%	27.5%	27.0%	27.4%
No	79.7%	76.2%	74.4%	67.1%	56.5%	62.7%	72.5%	73.0%	72.6%
<u>Q18-15. Have you had contact with City of Austin Municipal Court?</u>									
Yes	47.8%	48.2%	40.2%	48.8%	49.1%	34.5%	43.7%	48.2%	45.1%
No	52.2%	51.8%	59.8%	51.2%	50.9%	65.5%	56.3%	51.8%	54.9%
<u>Q18-16. Have you had contact with City for code enforcement?</u>									
Yes	32.7%	29.7%	34.0%	34.8%	33.1%	37.3%	36.2%	25.3%	32.8%
No	67.3%	70.3%	66.0%	65.2%	66.9%	62.7%	63.8%	74.7%	67.2%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q18-17. Have you visited Austin-Bergstrom International Airport?</u>									
Yes	90.9%	90.4%	92.0%	95.0%	95.9%	74.6%	93.0%	88.7%	91.7%
No	9.1%	9.6%	8.0%	5.0%	4.1%	25.4%	7.0%	11.3%	8.3%
<u>Q18-18. Have you called 3-1-1?</u>									
Yes	73.1%	65.7%	69.5%	71.2%	72.1%	70.0%	72.1%	63.1%	69.2%
No	26.9%	34.3%	30.5%	28.8%	27.9%	30.0%	27.9%	36.9%	30.8%
<u>Q18-19. Have you called 9-1-1?</u>									
Yes	45.0%	49.1%	48.3%	48.8%	48.8%	61.7%	49.3%	47.7%	48.8%
No	55.0%	50.9%	51.7%	51.2%	51.2%	38.3%	50.7%	52.3%	51.2%
<u>Q18-20. Have you had contact with Austin Police Department?</u>									
Yes	64.3%	64.6%	63.1%	68.7%	63.2%	62.1%	65.2%	62.3%	64.3%
No	35.7%	35.4%	36.9%	31.3%	36.8%	37.9%	34.8%	37.7%	35.7%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q18-21. Have you had contact with Austin Fire Department?</u>									
Yes	32.5%	33.2%	36.6%	40.7%	45.0%	40.0%	37.9%	33.7%	36.6%
No	67.5%	66.8%	63.4%	59.3%	55.0%	60.0%	62.1%	66.3%	63.4%
<u>Q18-22. Have you had contact with Emergency Medical Services Department?</u>									
Yes	31.6%	33.3%	36.6%	38.6%	37.3%	35.0%	35.8%	34.6%	35.4%
No	68.4%	66.7%	63.4%	61.4%	62.7%	65.0%	64.2%	65.4%	64.6%
<u>Q18-23. Have you had contact with Austin Public Health (social services, public health services, etc.)?</u>									
Yes	20.7%	22.5%	20.4%	24.2%	22.8%	32.2%	20.0%	27.5%	22.3%
No	79.3%	77.5%	79.6%	75.8%	77.2%	67.8%	80.0%	72.5%	77.7%
<u>Q18-24. Have you had contact with Planning & Zoning department (zoning, neighborhood/small area plans, Imagine Austin comprehensive plans)?</u>									
Yes	27.7%	25.5%	27.1%	31.5%	36.7%	29.3%	31.9%	19.4%	28.0%
No	72.3%	74.5%	72.9%	68.5%	63.3%	70.7%	68.1%	80.6%	72.0%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	<u>Number of Dependents</u>						<u>Q28. Do you own or rent your home?</u>		<u>Total</u>
	<u>None</u>	<u>One</u>	<u>Two</u>	<u>Three</u>	<u>Four</u>	<u>Five+</u>	<u>Own</u>	<u>Rent</u>	
<u>Q18-25. Have you had contact with City's Development Services department (permitting, inspections)?</u>									
Yes	31.6%	28.2%	31.1%	34.5%	38.5%	25.9%	36.0%	20.3%	31.2%
No	68.4%	71.8%	68.9%	65.5%	61.5%	74.1%	64.0%	79.7%	68.8%
<u>Q18-26. Have you visited Austin Animal Center?</u>									
Yes	50.2%	53.8%	48.7%	50.3%	52.9%	44.1%	51.2%	49.8%	50.8%
No	49.8%	46.2%	51.3%	49.7%	47.1%	55.9%	48.8%	50.2%	49.2%

Q18 (27-29). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you receive services from the following organizations: (without "don't know")

N=2215	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q18-27. Does Austin Energy provide your electric service?</u>									
Yes	95.2%	93.9%	88.4%	86.5%	82.4%	78.3%	88.7%	92.2%	89.8%
No	4.8%	6.1%	11.6%	13.5%	17.6%	21.7%	11.3%	7.8%	10.2%
<u>Q18-28. Does City of Austin collect garbage at your residence?</u>									
Yes	89.2%	88.1%	92.5%	90.8%	92.9%	95.0%	93.3%	85.3%	90.8%
No	10.8%	11.9%	7.5%	9.2%	7.1%	5.0%	6.7%	14.7%	9.2%
<u>Q18-29. Does City of Austin provide your home with water & wastewater services?</u>									
Yes	98.0%	98.3%	98.5%	96.6%	97.6%	98.3%	98.4%	97.3%	98.1%
No	2.0%	1.7%	1.5%	3.4%	2.4%	1.7%	1.6%	2.7%	1.9%

Q19. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business." (without "don't know")

N=2215

	Number of Dependents						Q28. Do you own or rent your home?		Total
	None	One	Two	Three	Four	Five+	Own	Rent	
<u>Q19. Your level of agreement with the statement</u>									
Strongly disagree	5.8%	5.8%	4.6%	5.8%	9.5%	3.6%	5.3%	6.4%	5.7%
Disagree	8.7%	6.6%	8.0%	5.8%	6.1%	12.7%	7.1%	7.7%	7.3%
Neutral	34.1%	25.0%	25.7%	23.3%	21.1%	29.1%	24.3%	29.4%	25.8%
Agree	42.2%	45.1%	44.6%	51.9%	47.6%	45.5%	47.3%	42.2%	45.8%
Strongly agree	9.2%	17.6%	17.1%	13.2%	15.6%	9.1%	15.9%	14.3%	15.4%

City of Austin

Community Survey

Appendix F –

Cross-Tabular Data by Annual Household Income and Gender

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

September 2017



Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q1-1. City of Austin as a place to live</u>								
Very satisfied	29.3%	22.3%	26.4%	28.5%	33.3%	36.0%	30.1%	28.3%	29.1%
Satisfied	40.8%	48.2%	47.5%	52.4%	50.5%	52.0%	48.9%	49.6%	49.1%
Neutral	17.4%	11.8%	12.4%	9.7%	9.7%	8.8%	11.8%	11.3%	11.6%
Dissatisfied	8.2%	14.4%	11.0%	5.6%	4.9%	2.1%	7.5%	7.3%	7.5%
Very dissatisfied	4.3%	3.3%	2.7%	3.8%	1.7%	1.2%	1.7%	3.5%	2.6%
<u>Q1-2. City of Austin as a place to raise children</u>									
Very satisfied	21.7%	19.4%	21.5%	24.3%	28.8%	33.6%	25.7%	25.1%	25.3%
Satisfied	38.2%	37.1%	36.4%	47.4%	45.5%	40.9%	41.4%	41.4%	41.3%
Neutral	29.6%	28.7%	29.5%	20.6%	17.2%	18.2%	22.0%	24.0%	23.1%
Dissatisfied	6.6%	9.7%	9.6%	6.1%	6.6%	4.7%	7.8%	6.9%	7.4%
Very dissatisfied	3.9%	5.1%	3.0%	1.6%	1.9%	2.6%	3.0%	2.6%	2.9%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q1-3. City of Austin as a place to work</u>									
Very satisfied	26.7%	22.4%	21.8%	31.5%	31.5%	35.2%	31.3%	24.8%	28.0%
Satisfied	34.3%	44.1%	45.9%	47.1%	53.0%	50.3%	46.2%	48.4%	47.2%
Neutral	26.2%	21.7%	20.7%	14.3%	11.3%	10.5%	15.4%	17.5%	16.5%
Dissatisfied	9.9%	8.8%	9.1%	5.4%	3.1%	3.1%	5.9%	6.8%	6.4%
Very dissatisfied	2.9%	3.1%	2.5%	1.6%	1.2%	0.9%	1.2%	2.5%	1.9%
 <u>Q1-4. City of Austin as a place to retire</u>									
Very satisfied	20.5%	14.8%	15.5%	11.7%	16.1%	14.4%	15.5%	14.1%	14.8%
Satisfied	20.5%	23.0%	21.2%	26.1%	23.1%	25.0%	23.9%	23.1%	23.3%
Neutral	23.0%	23.3%	25.9%	26.1%	30.7%	29.9%	25.4%	28.9%	27.2%
Dissatisfied	19.3%	20.2%	18.0%	21.2%	18.6%	18.6%	19.2%	19.4%	19.3%
Very dissatisfied	16.8%	18.7%	19.3%	14.8%	11.4%	12.1%	15.9%	14.5%	15.4%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q1-5. Overall value that you receive for your City tax & fees</u>									
Very satisfied	6.4%	8.0%	8.4%	6.1%	6.5%	6.5%	6.6%	7.1%	6.8%
Satisfied	16.4%	28.3%	25.1%	30.9%	28.8%	33.4%	26.5%	28.0%	27.3%
Neutral	40.4%	29.3%	25.1%	29.6%	29.7%	27.9%	27.7%	31.2%	29.3%
Dissatisfied	22.8%	24.0%	27.6%	20.4%	22.5%	21.7%	23.0%	22.6%	23.1%
Very dissatisfied	14.0%	10.3%	13.9%	13.1%	12.6%	10.5%	16.3%	11.0%	13.6%
 <u>Q1-6. Overall quality of life in City</u>									
Very satisfied	20.2%	15.5%	18.0%	18.0%	22.0%	23.3%	19.2%	19.5%	19.3%
Satisfied	39.9%	46.4%	45.2%	53.2%	53.7%	55.3%	51.4%	48.3%	49.7%
Neutral	25.7%	23.0%	22.6%	17.1%	17.4%	13.0%	19.5%	19.6%	19.8%
Dissatisfied	9.3%	12.2%	10.1%	9.5%	5.8%	6.9%	7.9%	8.9%	8.5%
Very dissatisfied	4.9%	3.0%	4.1%	2.2%	1.1%	1.5%	2.0%	3.6%	2.8%

Q1. PERCEPTIONS OF THE COMMUNITY. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q1-7. How well City of Austin is planning growth</u>									
Very satisfied	9.9%	5.1%	3.4%	2.3%	1.5%	1.6%	2.6%	3.6%	3.1%
Satisfied	15.2%	16.0%	10.5%	11.8%	10.3%	15.6%	13.4%	11.6%	12.5%
Neutral	18.7%	21.4%	18.5%	20.3%	18.7%	18.4%	20.4%	17.9%	19.1%
Dissatisfied	22.8%	29.3%	33.3%	35.3%	36.1%	33.1%	30.8%	34.2%	32.6%
Very dissatisfied	33.3%	28.2%	34.2%	30.4%	33.3%	31.3%	32.8%	32.7%	32.8%
 <u>Q1-8. Overall quality of services provided by City of Austin</u>									
Very satisfied	15.5%	9.3%	10.1%	7.3%	9.1%	8.0%	8.5%	9.8%	9.2%
Satisfied	32.6%	43.4%	40.4%	45.3%	42.0%	43.3%	41.9%	40.9%	41.3%
Neutral	30.4%	27.8%	26.4%	28.2%	33.3%	30.3%	27.8%	32.1%	30.0%
Dissatisfied	13.3%	14.6%	18.0%	14.2%	11.0%	12.1%	15.3%	11.9%	13.6%
Very dissatisfied	8.3%	5.0%	5.1%	5.1%	4.7%	6.2%	6.4%	5.4%	5.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q2-1. Overall quality of City parks & recreation</u>									
Very satisfied	22.7%	24.1%	24.6%	28.7%	26.0%	28.8%	23.5%	27.6%	25.6%
Satisfied	47.7%	53.8%	49.0%	49.2%	52.0%	50.0%	50.8%	51.1%	50.8%
Neutral	19.9%	15.5%	18.6%	14.5%	14.6%	14.4%	18.2%	14.5%	16.3%
Dissatisfied	6.8%	5.2%	6.6%	6.3%	5.3%	5.5%	5.6%	5.6%	5.8%
Very dissatisfied	2.8%	1.4%	1.1%	1.3%	2.1%	1.2%	1.8%	1.3%	1.6%
 <u>Q2-2. Overall quality of City libraries</u>									
Very satisfied	32.3%	24.2%	24.3%	26.5%	28.3%	22.4%	23.8%	27.4%	25.7%
Satisfied	38.4%	50.0%	46.3%	48.1%	45.3%	44.3%	45.7%	46.5%	46.1%
Neutral	27.4%	18.8%	22.7%	19.0%	22.2%	22.8%	24.8%	19.7%	21.9%
Dissatisfied	0.6%	6.6%	5.2%	4.5%	2.8%	7.7%	3.9%	5.2%	4.7%
Very dissatisfied	1.2%	0.4%	1.6%	1.9%	1.4%	2.8%	1.8%	1.3%	1.6%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)

Very satisfied	24.1%	22.1%	21.4%	21.5%	24.9%	27.7%	22.1%	24.9%	23.5%
Satisfied	43.1%	50.7%	49.1%	52.9%	52.8%	50.2%	50.2%	50.3%	50.2%
Neutral	19.5%	16.9%	17.3%	17.1%	16.5%	15.1%	18.3%	16.2%	17.3%
Dissatisfied	9.8%	8.3%	9.2%	7.2%	4.6%	5.5%	7.1%	6.9%	7.1%
Very dissatisfied	3.4%	2.1%	2.9%	1.4%	1.2%	1.6%	2.2%	1.6%	1.9%

Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)

Very satisfied	11.7%	7.6%	10.0%	7.3%	8.6%	14.4%	7.7%	11.2%	9.5%
Satisfied	30.3%	37.1%	30.7%	35.3%	40.6%	38.5%	36.2%	36.0%	35.9%
Neutral	40.7%	36.7%	38.6%	41.8%	36.0%	33.2%	37.2%	37.3%	37.3%
Dissatisfied	9.7%	11.8%	12.1%	11.2%	11.6%	10.6%	12.4%	11.0%	11.7%
Very dissatisfied	7.6%	6.8%	8.6%	4.3%	3.2%	3.4%	6.6%	4.5%	5.8%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

Q26. Your annual household income							Q27. Your gender identity		Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female		

Q2-5. Overall quality of Austin-Bergstrom International Airport

Very satisfied	25.1%	23.3%	27.2%	27.4%	33.7%	36.3%	27.8%	31.3%	29.4%
Satisfied	44.4%	55.2%	50.7%	58.0%	51.4%	49.5%	53.8%	49.6%	51.6%
Neutral	22.8%	18.4%	15.1%	10.7%	11.5%	10.3%	13.4%	14.9%	14.2%
Dissatisfied	5.3%	1.7%	5.6%	3.5%	2.6%	3.3%	4.1%	3.1%	3.7%
Very dissatisfied	2.3%	1.4%	1.4%	0.3%	0.8%	0.6%	1.0%	1.1%	1.1%

Q2-6. Overall quality of drinking water provided by Austin Water

Very satisfied	21.0%	19.2%	25.3%	26.8%	35.2%	33.1%	30.4%	26.0%	28.0%
Satisfied	43.6%	50.3%	48.6%	49.7%	43.7%	47.4%	47.4%	47.0%	46.9%
Neutral	23.2%	17.9%	16.4%	12.4%	12.8%	11.5%	13.8%	15.9%	15.0%
Dissatisfied	7.2%	9.9%	7.5%	7.0%	7.5%	5.6%	5.8%	8.7%	7.5%
Very dissatisfied	5.0%	2.6%	2.2%	4.1%	0.8%	2.5%	2.6%	2.5%	2.6%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

Q26. Your annual household income						Q27. Your gender identity		Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q2-7. Overall quality of wastewater services provided by Austin Water

Very satisfied	19.7%	13.6%	18.8%	20.7%	23.8%	24.5%	22.4%	18.8%	20.5%
Satisfied	37.6%	50.0%	45.8%	45.6%	47.2%	47.2%	44.8%	46.6%	45.8%
Neutral	28.9%	22.9%	25.5%	24.3%	21.6%	16.0%	22.5%	24.0%	23.2%
Dissatisfied	8.7%	10.7%	7.2%	4.9%	5.5%	7.5%	6.7%	7.4%	7.0%
Very dissatisfied	5.2%	2.9%	2.6%	4.5%	1.9%	4.7%	3.6%	3.2%	3.5%

Q2-8. Overall quality of electric utility services provided by Austin Energy

Very satisfied	18.6%	16.0%	19.7%	20.3%	22.1%	22.4%	21.7%	18.3%	19.9%
Satisfied	42.4%	46.7%	42.5%	43.6%	44.7%	48.4%	45.5%	44.1%	44.7%
Neutral	18.6%	18.3%	20.8%	18.4%	18.8%	18.2%	16.8%	21.0%	19.0%
Dissatisfied	11.9%	13.0%	10.1%	10.8%	9.7%	6.2%	9.8%	10.7%	10.3%
Very dissatisfied	8.5%	6.0%	6.8%	6.9%	4.7%	4.9%	6.2%	6.0%	6.1%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q2-9. Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)

Very satisfied	2.3%	0.7%	0.0%	0.9%	0.6%	0.3%	0.4%	0.8%	0.6%
Satisfied	6.8%	4.7%	4.2%	3.5%	3.0%	0.9%	3.4%	3.3%	3.4%
Neutral	13.6%	10.0%	11.1%	8.9%	8.6%	7.9%	9.8%	10.0%	9.9%
Dissatisfied	31.3%	26.1%	27.0%	24.4%	28.2%	29.2%	27.2%	27.4%	27.3%
Very dissatisfied	46.0%	58.5%	57.7%	62.3%	59.6%	61.7%	59.1%	58.5%	58.9%

Q2-10. Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)

Very satisfied	2.8%	1.6%	1.4%	0.3%	0.7%	0.6%	0.7%	1.5%	1.1%
Satisfied	15.2%	9.9%	8.5%	9.4%	9.9%	10.1%	10.7%	9.4%	10.0%
Neutral	19.7%	22.0%	18.7%	18.8%	17.0%	16.0%	19.2%	17.5%	18.3%
Dissatisfied	34.3%	36.5%	32.4%	33.5%	37.6%	35.0%	36.2%	34.0%	35.1%
Very dissatisfied	28.1%	29.9%	39.0%	37.9%	34.6%	38.3%	33.2%	37.6%	35.5%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q2-11. Overall maintenance of major City streets</u>									
Very satisfied	2.7%	3.3%	2.5%	4.1%	3.4%	2.4%	2.5%	3.7%	3.1%
Satisfied	23.1%	23.4%	24.3%	24.1%	26.4%	23.6%	24.1%	24.1%	24.0%
Neutral	29.1%	25.7%	27.3%	25.0%	27.1%	26.3%	27.7%	25.9%	26.7%
Dissatisfied	25.3%	28.9%	25.7%	29.1%	28.4%	30.2%	26.2%	29.9%	28.0%
Very dissatisfied	19.8%	18.8%	20.2%	17.8%	14.7%	17.5%	19.5%	16.5%	18.2%
 <u>Q2-12. Overall maintenance of City sidewalks</u>									
Very satisfied	4.5%	4.1%	3.1%	6.1%	5.0%	3.8%	3.7%	5.0%	4.4%
Satisfied	26.1%	25.2%	26.0%	29.4%	28.6%	28.0%	28.6%	25.8%	27.2%
Neutral	28.4%	35.0%	31.4%	30.4%	34.4%	30.9%	32.8%	31.8%	32.2%
Dissatisfied	23.9%	21.8%	24.6%	22.4%	19.0%	23.6%	20.7%	23.8%	22.3%
Very dissatisfied	17.0%	13.9%	14.9%	11.8%	13.1%	13.7%	14.1%	13.5%	13.9%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q2-13. Overall management of stormwater runoff

Very satisfied	6.8%	5.3%	5.5%	8.2%	9.5%	6.5%	7.7%	6.9%	7.3%
Satisfied	35.4%	32.0%	31.8%	36.9%	38.3%	38.0%	40.5%	29.7%	35.2%
Neutral	31.7%	39.8%	40.6%	33.0%	34.8%	34.9%	32.7%	41.3%	36.9%
Dissatisfied	17.4%	15.0%	12.4%	16.3%	10.7%	13.0%	11.9%	14.0%	12.9%
Very dissatisfied	8.7%	7.9%	9.7%	5.7%	6.8%	7.5%	7.2%	8.0%	7.7%

Q2-14. Overall effectiveness of communication by City of Austin

Very satisfied	8.3%	6.9%	6.9%	6.6%	6.4%	6.3%	6.0%	6.8%	6.4%
Satisfied	26.6%	28.3%	26.9%	30.8%	34.4%	27.6%	29.3%	29.2%	29.2%
Neutral	40.2%	40.2%	39.7%	39.7%	38.4%	45.7%	38.3%	42.7%	40.5%
Dissatisfied	15.4%	18.5%	17.3%	13.6%	13.9%	12.7%	15.4%	14.7%	15.2%
Very dissatisfied	9.5%	6.2%	9.3%	9.3%	7.0%	7.6%	11.0%	6.5%	8.7%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q2-15. Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)

Very satisfied	12.8%	9.1%	7.2%	7.1%	8.7%	7.6%	9.1%	7.6%	8.3%
Satisfied	32.4%	32.1%	38.4%	41.1%	39.1%	37.6%	37.4%	36.6%	36.8%
Neutral	35.8%	43.2%	36.6%	36.1%	38.3%	40.5%	38.3%	40.5%	39.5%
Dissatisfied	10.1%	10.7%	12.0%	12.0%	9.3%	11.0%	10.5%	10.5%	10.5%
Very dissatisfied	8.8%	4.9%	5.8%	3.7%	4.6%	3.3%	4.6%	4.9%	4.9%

Q2-16. Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)

Very satisfied	4.0%	4.3%	3.2%	4.8%	2.6%	2.5%	2.2%	4.1%	3.2%
Satisfied	17.2%	18.2%	17.6%	17.3%	19.5%	19.0%	19.7%	16.1%	17.8%
Neutral	41.7%	33.2%	34.3%	29.4%	35.1%	31.9%	31.4%	35.2%	33.2%
Dissatisfied	19.9%	26.1%	23.4%	27.2%	23.6%	21.9%	24.0%	24.3%	24.2%
Very dissatisfied	17.2%	18.2%	21.5%	21.3%	19.3%	24.7%	22.6%	20.3%	21.5%

Q2. SATISFACTION WITH MAJOR CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

Q26. Your annual household income							Q27. Your gender identity		Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female		

Q2-17. Overall quality of development review, permitting & inspection services

Very satisfied	3.9%	5.1%	3.2%	2.5%	1.7%	1.5%	2.0%	3.4%	2.7%
Satisfied	19.4%	14.8%	16.1%	14.1%	11.7%	12.1%	13.7%	13.7%	13.8%
Neutral	38.0%	42.6%	31.5%	38.6%	32.3%	30.3%	31.9%	37.2%	34.3%
Dissatisfied	17.1%	19.4%	25.4%	19.9%	28.4%	30.7%	24.2%	24.4%	24.3%
Very dissatisfied	21.7%	18.1%	23.7%	24.9%	26.0%	25.4%	28.2%	21.4%	25.0%

Q2-18. Animal services (shelter, adoptions, animal control, etc.)

Very satisfied	19.4%	19.3%	20.4%	21.5%	22.5%	17.6%	18.1%	21.3%	19.8%
Satisfied	42.6%	42.2%	43.3%	50.4%	47.2%	47.5%	45.8%	45.6%	45.7%
Neutral	27.1%	29.6%	28.0%	23.0%	23.2%	27.8%	28.7%	25.9%	27.1%
Dissatisfied	6.5%	5.6%	5.1%	2.2%	4.7%	5.9%	4.3%	4.9%	4.7%
Very dissatisfied	4.5%	3.3%	3.2%	2.9%	2.3%	1.2%	3.0%	2.3%	2.7%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q3. Sum of top 4 choices

Overall quality of City parks & recreation	14.6%	18.3%	15.4%	24.0%	23.9%	22.6%	19.6%	20.8%	20.2%
Overall quality of City libraries	10.3%	8.0%	6.2%	5.9%	7.1%	7.5%	6.3%	7.9%	7.1%
Overall quality of public safety services (i.e. police, fire & ambulance)	38.9%	41.8%	46.6%	49.8%	42.5%	47.3%	44.2%	45.7%	44.8%
Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)	6.5%	4.8%	5.4%	5.0%	3.9%	3.6%	5.0%	4.3%	4.7%
Overall quality of Austin-Bergstrom International Airport	5.4%	5.8%	3.5%	4.4%	5.8%	10.2%	7.1%	5.0%	6.0%
Overall quality of drinking water provided by Austin Water	35.1%	35.4%	35.2%	34.3%	35.4%	37.3%	33.9%	36.7%	35.3%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
<u>Q3. Sum of top 4 choices (cont.)</u>									
Overall quality of wastewater services provided by Austin Water	10.3%	8.0%	9.2%	6.5%	9.6%	8.4%	9.6%	7.7%	8.6%
Overall quality of electric utility services provided by Austin Energy	21.1%	16.4%	20.3%	20.6%	14.7%	14.8%	17.8%	17.0%	17.3%
Traffic flow on major highways (IH-35, Mopac Expy, US-183, Loop 360, SH-71)	47.0%	60.5%	58.0%	62.3%	64.6%	62.3%	60.0%	60.3%	60.1%
Traffic flow on major City streets (Congress Ave, Lamar Blvd, South First St, Burnet Rd, Parmer Lane, Riverside Drive, etc.)	29.2%	37.6%	42.0%	47.4%	44.9%	48.2%	45.5%	39.5%	42.4%
Overall maintenance of major City streets	17.3%	24.1%	26.3%	20.6%	22.8%	25.3%	24.3%	22.3%	23.2%
Overall maintenance of City sidewalks	8.6%	8.4%	7.9%	7.5%	5.9%	4.5%	6.2%	7.4%	6.9%
Overall management of stormwater runoff	3.8%	3.9%	4.6%	2.5%	5.4%	3.9%	4.6%	4.0%	4.2%

Q3. Which FOUR of the items in Question 2 do you think are MOST IMPORTANT for the City to provide? (top 4) (cont.)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
<u>Q3. Sum of top 4 choices (cont.)</u>									
Overall effectiveness of communication by City of Austin	7.6%	8.0%	7.6%	5.9%	5.6%	2.1%	5.6%	6.5%	6.0%
Overall quality of health & human services provided by City (social services, public health services, & restaurant inspections)	22.2%	20.3%	21.7%	20.2%	18.7%	16.3%	13.7%	24.0%	19.1%
Overall quality of planning & zoning services (Imagine Austin comprehensive plan, neighborhood/small area plans, zoning)	15.7%	23.5%	22.2%	25.9%	21.0%	26.5%	22.7%	22.3%	22.5%
Overall quality of development review, permitting & inspection services	4.3%	7.7%	11.9%	13.1%	9.5%	13.3%	12.0%	9.6%	10.7%
Animal services (shelter, adoptions, animal control, etc.)	5.4%	11.3%	9.2%	5.3%	4.8%	3.3%	3.7%	8.9%	6.4%
None chosen	21.1%	11.9%	10.0%	8.1%	12.4%	9.6%	12.7%	11.2%	12.0%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
	<u>Q4-1. I feel safe in my neighborhood during the day</u>								
Strongly agree	38.5%	33.6%	41.7%	51.1%	53.7%	58.0%	49.0%	45.4%	47.1%
Agree	37.9%	54.4%	45.2%	42.9%	39.6%	38.4%	42.0%	44.4%	43.1%
Neutral	14.3%	6.8%	8.2%	5.0%	4.8%	2.1%	6.3%	6.3%	6.4%
Disagree	6.6%	4.9%	3.3%	0.3%	1.3%	1.5%	2.1%	2.7%	2.5%
Strongly disagree	2.7%	0.3%	1.6%	0.6%	0.6%	0.0%	0.7%	1.2%	0.9%
 <u>Q4-2. I feel safe in my neighborhood at night</u>									
Strongly agree	20.3%	18.8%	22.5%	25.7%	30.5%	38.8%	31.4%	23.0%	27.0%
Agree	34.6%	46.4%	47.3%	48.0%	47.0%	44.2%	44.9%	46.4%	45.5%
Neutral	17.6%	13.0%	14.6%	14.1%	13.9%	8.8%	13.9%	13.4%	13.6%
Disagree	15.9%	16.9%	11.0%	10.3%	6.5%	7.3%	7.7%	12.4%	10.3%
Strongly disagree	11.5%	4.9%	4.7%	1.9%	2.0%	0.9%	2.2%	4.8%	3.6%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q4-3. I feel safe in City parks

Strongly agree	12.9%	18.0%	16.6%	20.4%	22.7%	23.1%	22.6%	16.6%	19.5%
Agree	40.5%	46.4%	41.5%	48.5%	48.5%	51.6%	46.9%	46.9%	46.7%
Neutral	31.9%	22.7%	27.9%	22.0%	21.7%	18.4%	22.2%	25.3%	23.8%
Disagree	9.8%	10.1%	11.0%	7.4%	5.6%	6.3%	6.7%	9.0%	7.9%
Strongly disagree	4.9%	2.9%	3.0%	1.6%	1.4%	0.6%	1.7%	2.3%	2.0%

Q4-4. I feel safe walking alone downtown during the day

Strongly agree	22.5%	26.7%	24.4%	32.7%	40.6%	42.4%	36.4%	29.0%	32.7%
Agree	45.1%	45.9%	48.0%	46.8%	42.7%	43.0%	44.4%	45.4%	44.8%
Neutral	19.1%	18.5%	14.8%	11.2%	9.1%	8.4%	12.2%	13.8%	13.1%
Disagree	8.7%	6.5%	8.8%	6.7%	5.3%	5.3%	5.1%	8.4%	6.8%
Strongly disagree	4.6%	2.4%	4.0%	2.6%	2.3%	0.9%	1.8%	3.3%	2.6%

Q4. FEELING OF PERSONAL SAFETY. Please rate your level of agreement with the following statements: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q4-5. I feel safe walking alone downtown at night</u>								
Strongly agree	5.5%	6.1%	3.6%	6.0%	8.4%	9.6%	9.0%	4.1%	6.5%
Agree	14.7%	18.1%	19.4%	24.8%	27.6%	27.5%	29.6%	16.0%	22.6%
Neutral	25.8%	22.0%	25.7%	23.2%	26.6%	28.1%	26.2%	25.1%	25.7%
Disagree	28.8%	30.0%	31.6%	29.1%	24.1%	24.9%	24.0%	31.8%	28.0%
Strongly disagree	25.2%	23.8%	19.7%	16.9%	13.3%	9.9%	11.1%	23.0%	17.2%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q5-1. Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)</u>									
Very satisfied	5.6%	3.9%	3.6%	3.8%	5.3%	4.2%	3.9%	4.5%	4.3%
Satisfied	32.2%	32.5%	33.1%	39.9%	39.5%	36.0%	38.0%	34.2%	35.9%
Neutral	31.6%	29.5%	25.9%	22.5%	23.1%	25.7%	25.4%	26.6%	26.0%
Dissatisfied	21.5%	25.3%	28.1%	22.2%	25.0%	24.2%	22.0%	26.7%	24.3%
Very dissatisfied	9.0%	8.8%	9.4%	11.7%	7.1%	10.0%	10.7%	8.0%	9.4%
 <u>Q5-2. Condition of streets in your neighborhood (residential streets)</u>									
Very satisfied	13.7%	8.8%	13.0%	15.1%	15.2%	14.2%	13.2%	13.5%	13.3%
Satisfied	37.2%	49.5%	42.7%	47.3%	47.0%	47.3%	46.9%	45.5%	46.0%
Neutral	22.4%	17.3%	18.8%	18.3%	19.3%	18.7%	17.6%	19.9%	18.9%
Dissatisfied	18.0%	14.7%	17.7%	14.8%	13.8%	13.6%	15.0%	14.8%	15.0%
Very dissatisfied	8.7%	9.8%	7.9%	4.4%	4.6%	6.3%	7.3%	6.3%	6.8%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
	<u>Q5-3. Condition of sidewalks in your neighborhood (if sidewalks exist)</u>								
Very satisfied	10.9%	7.3%	12.2%	13.4%	14.9%	14.2%	12.5%	12.6%	12.5%
Satisfied	32.8%	43.3%	41.4%	41.5%	39.6%	44.7%	42.0%	40.3%	41.0%
Neutral	25.3%	22.5%	21.4%	20.3%	18.8%	16.6%	20.2%	20.5%	20.4%
Dissatisfied	21.3%	15.9%	16.5%	17.6%	19.0%	16.6%	16.1%	19.0%	17.6%
Very dissatisfied	9.8%	11.1%	8.4%	7.2%	7.7%	7.9%	9.2%	7.6%	8.5%
 <u>Q5-4. Timing of traffic signals on City streets</u>									
Very satisfied	4.4%	5.6%	3.8%	2.5%	5.5%	3.3%	4.1%	4.8%	4.4%
Satisfied	37.9%	30.6%	32.1%	32.3%	36.5%	38.2%	33.7%	33.0%	33.3%
Neutral	26.9%	29.6%	27.9%	26.9%	27.8%	23.0%	25.7%	29.3%	27.5%
Dissatisfied	20.3%	21.1%	23.6%	25.0%	20.3%	23.3%	21.7%	23.0%	22.4%
Very dissatisfied	10.4%	13.2%	12.6%	13.3%	10.0%	12.1%	14.8%	10.0%	12.4%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q5-5. Adequacy of street lighting in your community</u>									
Very satisfied	9.3%	8.6%	9.4%	7.6%	12.1%	10.6%	11.0%	9.2%	10.1%
Satisfied	36.8%	37.2%	37.8%	46.2%	43.5%	47.9%	45.0%	38.6%	41.6%
Neutral	24.7%	25.7%	19.9%	22.5%	21.3%	19.7%	20.3%	24.3%	22.3%
Dissatisfied	21.4%	20.1%	24.0%	18.0%	18.5%	14.8%	17.2%	21.0%	19.2%
Very dissatisfied	7.7%	8.6%	8.8%	5.7%	4.7%	7.0%	6.5%	6.9%	6.8%
 <u>Q5-6. Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)</u>									
Very satisfied	11.2%	9.4%	6.2%	8.7%	10.4%	11.4%	9.7%	9.3%	9.4%
Satisfied	33.1%	36.4%	37.4%	40.6%	40.6%	38.8%	42.3%	33.8%	37.8%
Neutral	26.4%	26.9%	22.5%	24.2%	22.3%	16.6%	22.6%	24.5%	23.6%
Dissatisfied	16.9%	18.2%	24.7%	16.5%	18.3%	22.8%	17.5%	20.9%	19.3%
Very dissatisfied	12.4%	9.1%	9.3%	10.0%	8.5%	10.5%	8.0%	11.4%	9.8%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q5-7. On-street bicycle accessibility (City's bicycle lane system/network)</u>									
Very satisfied	12.0%	10.5%	7.1%	10.0%	12.1%	11.6%	13.1%	8.4%	10.7%
Satisfied	30.4%	31.1%	31.6%	34.4%	31.2%	31.7%	31.8%	31.4%	31.6%
Neutral	27.8%	34.8%	33.5%	29.0%	31.4%	29.9%	30.2%	32.7%	31.3%
Dissatisfied	15.8%	15.4%	17.1%	20.1%	16.4%	18.0%	15.2%	18.4%	16.8%
Very dissatisfied	13.9%	8.2%	10.6%	6.5%	8.9%	8.8%	9.6%	9.1%	9.6%
 <u>Q5-8. Off-street bicycle accessibility (City's urban trail network)</u>									
Very satisfied	14.9%	12.2%	10.3%	15.1%	18.0%	17.3%	16.7%	12.9%	14.9%
Satisfied	29.9%	38.0%	35.1%	38.8%	32.2%	42.7%	36.6%	35.3%	36.0%
Neutral	34.3%	37.6%	42.1%	34.1%	36.0%	22.4%	32.4%	37.5%	34.8%
Dissatisfied	11.2%	9.2%	7.7%	9.7%	10.4%	11.8%	9.1%	10.5%	9.7%
Very dissatisfied	9.7%	3.1%	4.8%	2.3%	3.3%	5.9%	5.2%	3.8%	4.6%

Q5. TRANSPORTATION INFRASTRUCTURE. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q5-9. Mowing & trimming along City streets</u>								
Very satisfied	11.6%	7.9%	9.0%	8.1%	10.0%	9.0%	9.6%	8.4%	9.0%
Satisfied	27.9%	35.4%	37.3%	43.5%	36.9%	40.6%	36.3%	38.5%	37.4%
Neutral	29.1%	35.7%	27.7%	26.6%	26.3%	30.3%	29.3%	29.3%	29.2%
Dissatisfied	20.3%	14.1%	17.2%	14.9%	18.0%	10.8%	16.0%	16.2%	16.2%
Very dissatisfied	11.0%	6.9%	8.8%	6.8%	8.7%	9.3%	8.9%	7.6%	8.3%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

Q26. Your annual household income						Q27. Your gender identity		Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q6. Sum of top 3 choices

Condition of major City streets (Congress Ave, Lamar, South First, Burnet, etc.)	55.7%	68.2%	66.9%	75.4%	77.0%	78.9%	72.8%	70.5%	71.6%
Condition of streets in your neighborhood (residential streets)	31.4%	40.5%	41.5%	43.6%	42.7%	43.1%	46.4%	37.1%	41.5%
Condition of sidewalks in your neighborhood (if sidewalks exist)	22.7%	19.6%	19.2%	15.9%	17.1%	15.7%	17.3%	18.4%	17.9%
Timing of traffic signals on City streets	35.7%	39.9%	40.9%	50.2%	45.1%	43.7%	44.1%	43.2%	43.6%
Adequacy of street lighting in your community	34.1%	33.8%	34.7%	30.2%	23.4%	22.0%	22.8%	33.6%	28.3%
Pedestrian accessibility (availability/convenience of sidewalks & crosswalks)	27.6%	25.1%	30.6%	26.8%	32.8%	32.2%	23.9%	34.2%	29.2%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q6. Sum of top 3 choices (cont.)

On-street bicycle accessibility (City's bicycle lane system/network)	14.1%	17.0%	17.9%	23.4%	23.2%	23.5%	20.5%	18.9%	19.8%
Off-street bicycle accessibility (City's urban trail network)	5.4%	6.4%	6.2%	7.2%	7.6%	9.0%	7.9%	6.0%	7.0%
Mowing & trimming along City streets	18.4%	17.7%	17.3%	15.0%	14.1%	12.7%	14.6%	16.0%	15.3%
None chosen	17.8%	8.7%	6.8%	3.1%	4.5%	5.4%	8.4%	6.4%	7.4%

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q7-1. Overall quality of police services</u>									
Very satisfied	17.3%	12.9%	17.8%	19.6%	19.7%	20.4%	18.5%	17.5%	18.0%
Satisfied	43.5%	50.9%	46.6%	53.6%	53.2%	55.3%	52.5%	50.5%	51.4%
Neutral	25.0%	21.3%	23.6%	16.4%	19.7%	17.4%	18.5%	22.3%	20.4%
Dissatisfied	9.5%	11.5%	9.9%	7.9%	4.9%	4.9%	7.0%	7.9%	7.6%
Very dissatisfied	4.8%	3.5%	2.0%	2.5%	2.5%	2.0%	3.4%	1.8%	2.6%
<u>Q7-2. Speed of police response (how quickly police respond to emergencies)</u>									
Very satisfied	17.8%	13.8%	16.4%	17.9%	20.2%	23.1%	18.6%	17.9%	18.3%
Satisfied	39.0%	43.3%	42.3%	48.7%	48.4%	46.7%	46.7%	43.4%	44.9%
Neutral	26.7%	27.5%	26.9%	22.3%	22.1%	21.4%	23.1%	26.2%	24.6%
Dissatisfied	9.6%	9.6%	10.5%	8.5%	6.9%	5.2%	7.3%	8.9%	8.3%
Very dissatisfied	6.8%	5.8%	3.8%	2.7%	2.4%	3.5%	4.3%	3.5%	4.0%

Q7 (1-3). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Police Services: (without "don't know")

N=2215

Q26. Your annual household income						Q27. Your gender identity		Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q7-3. Enforcement of local traffic laws

Very satisfied	12.3%	11.5%	11.9%	10.5%	10.7%	8.7%	9.9%	11.6%	10.7%
Satisfied	36.4%	36.6%	35.0%	44.4%	41.3%	42.0%	40.7%	37.7%	39.0%
Neutral	32.7%	30.1%	29.4%	22.0%	27.5%	30.3%	27.4%	30.2%	28.8%
Dissatisfied	8.0%	14.3%	16.3%	15.5%	15.7%	11.7%	14.4%	14.1%	14.3%
Very dissatisfied	10.5%	7.5%	7.4%	7.6%	4.8%	7.3%	7.7%	6.5%	7.1%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q7-4. Overall quality of fire services

Very satisfied	39.6%	30.5%	32.3%	34.6%	38.8%	40.3%	33.5%	38.3%	35.9%
Satisfied	42.4%	51.5%	49.3%	50.9%	48.7%	45.5%	50.9%	46.2%	48.4%
Neutral	16.7%	16.3%	16.7%	13.7%	12.5%	13.7%	14.3%	15.2%	14.8%
Dissatisfied	0.7%	1.3%	0.7%	0.4%	0.0%	0.4%	0.6%	0.2%	0.5%
Very dissatisfied	0.7%	0.4%	1.1%	0.4%	0.0%	0.0%	0.6%	0.1%	0.4%

Q7-5. Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)

Very satisfied	37.2%	33.9%	33.3%	36.5%	41.8%	40.4%	34.8%	40.3%	37.5%
Satisfied	43.1%	48.2%	44.3%	46.1%	43.5%	42.9%	47.8%	41.4%	44.4%
Neutral	17.5%	16.1%	20.1%	16.4%	14.7%	16.7%	16.1%	17.8%	17.0%
Dissatisfied	1.5%	1.3%	1.5%	0.0%	0.0%	0.0%	0.5%	0.4%	0.6%
Very dissatisfied	0.7%	0.4%	0.8%	0.9%	0.0%	0.0%	0.8%	0.1%	0.5%

Q7 (4-7). PUBLIC SAFETY SERVICES. Please rate your satisfaction with the following Fire and Emergency Medical Services (EMS): (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q7-6. Medical assistance provided by EMS (overall quality of ambulance services)

Very satisfied	38.9%	34.1%	31.1%	36.3%	40.9%	40.0%	34.5%	39.1%	36.6%
Satisfied	45.8%	45.3%	48.3%	46.2%	43.8%	45.0%	49.2%	42.3%	45.8%
Neutral	13.9%	17.2%	17.2%	16.6%	14.7%	13.5%	13.9%	17.6%	15.8%
Dissatisfied	0.7%	1.7%	1.9%	0.0%	0.0%	1.5%	0.9%	0.8%	0.9%
Very dissatisfied	0.7%	1.7%	1.5%	0.9%	0.6%	0.0%	1.5%	0.3%	0.9%

Q7-7. Timeliness of EMS response to emergency location

Very satisfied	33.6%	34.1%	29.7%	35.8%	41.5%	38.8%	34.0%	37.3%	35.6%
Satisfied	51.7%	46.9%	49.0%	45.8%	42.4%	47.4%	49.5%	43.9%	46.7%
Neutral	11.9%	15.5%	17.9%	17.5%	15.5%	12.2%	14.1%	17.2%	15.7%
Dissatisfied	2.1%	2.2%	2.7%	0.0%	0.3%	1.5%	1.4%	1.2%	1.4%
Very dissatisfied	0.7%	1.3%	0.8%	0.9%	0.3%	0.0%	1.1%	0.3%	0.7%

Q8. Which TWO of the public safety services listed in Question 7 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q8. Sum of top 2 choices

Overall quality of police services	48.6%	44.4%	50.7%	49.5%	52.1%	53.6%	52.2%	47.3%	49.8%
Speed of police response (how quickly police respond to emergencies)	31.4%	33.1%	35.8%	35.5%	32.5%	35.2%	30.8%	36.3%	33.7%
Enforcement of local traffic laws	9.7%	10.6%	11.1%	10.6%	8.3%	7.5%	10.5%	8.8%	9.8%
Overall quality of fire services	22.2%	20.9%	22.0%	28.0%	28.0%	31.3%	26.9%	24.6%	25.6%
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	16.2%	24.8%	26.8%	23.4%	25.2%	26.5%	23.1%	26.0%	24.4%
Medical assistance provided by EMS (overall quality of ambulance services)	13.5%	17.7%	15.7%	16.8%	13.9%	12.7%	14.6%	14.6%	14.5%
Timeliness of EMS response to emergency location	18.4%	23.8%	19.2%	22.1%	23.4%	18.7%	19.7%	22.4%	21.1%
None chosen	19.5%	11.3%	8.7%	5.9%	7.4%	6.3%	10.1%	9.2%	9.6%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
	<u>Q9-1. Water & wastewater utility response time to emergencies</u>								
Very satisfied	10.1%	6.3%	10.3%	10.3%	12.5%	13.3%	9.8%	10.8%	10.3%
Satisfied	37.2%	41.7%	41.5%	43.3%	41.3%	42.2%	42.6%	40.0%	41.1%
Neutral	41.1%	41.1%	36.8%	38.7%	38.6%	31.2%	37.2%	38.9%	38.1%
Dissatisfied	7.8%	7.8%	8.7%	4.1%	5.6%	8.7%	6.9%	7.9%	7.4%
Very dissatisfied	3.9%	3.1%	2.8%	3.6%	2.0%	4.6%	3.5%	2.5%	3.1%
<u>Q9-2. Water Conservation programs within Austin</u>									
Very satisfied	10.0%	9.7%	13.3%	14.9%	14.1%	12.9%	12.7%	12.5%	12.6%
Satisfied	36.7%	39.4%	40.9%	44.6%	44.3%	40.8%	41.6%	41.0%	41.2%
Neutral	38.0%	35.1%	31.3%	26.1%	28.1%	29.3%	29.2%	32.2%	30.6%
Dissatisfied	12.0%	12.4%	10.5%	9.4%	9.9%	11.8%	11.5%	10.9%	11.3%
Very dissatisfied	3.3%	3.5%	4.0%	5.1%	3.6%	5.2%	5.0%	3.3%	4.4%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q9-3. Energy Conservation program

Very satisfied	11.3%	10.4%	12.4%	14.9%	14.5%	14.2%	13.6%	12.2%	12.9%
Satisfied	30.8%	40.2%	37.6%	41.0%	41.4%	43.6%	40.5%	38.9%	39.6%
Neutral	41.5%	36.7%	35.7%	31.0%	31.4%	26.2%	32.3%	34.2%	33.2%
Dissatisfied	13.2%	9.2%	10.2%	7.1%	10.1%	11.6%	9.5%	11.2%	10.4%
Very dissatisfied	3.1%	3.6%	4.0%	6.0%	2.6%	4.4%	4.2%	3.4%	4.0%

Q9-4. Water quality of lakes & streams

Very satisfied	8.6%	10.9%	10.2%	8.9%	11.5%	10.7%	11.0%	9.9%	10.4%
Satisfied	36.2%	40.8%	44.0%	48.8%	47.8%	43.1%	48.0%	40.7%	44.2%
Neutral	41.4%	28.3%	28.3%	22.0%	24.5%	29.4%	25.7%	30.1%	27.9%
Dissatisfied	9.9%	16.2%	15.1%	16.8%	12.6%	12.4%	11.9%	15.8%	14.0%
Very dissatisfied	3.9%	3.8%	2.5%	3.4%	3.6%	4.3%	3.4%	3.5%	3.5%

Q9. ENVIRONMENTAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q9-5. Flood control efforts</u>								
Very satisfied	6.0%	6.0%	8.4%	8.2%	8.8%	6.7%	7.8%	7.2%	7.5%
Satisfied	36.7%	33.9%	38.3%	40.1%	41.9%	43.1%	42.6%	36.0%	39.3%
Neutral	33.3%	41.0%	36.0%	31.9%	32.0%	32.0%	32.2%	37.3%	34.6%
Dissatisfied	18.0%	15.1%	11.4%	14.0%	13.3%	13.4%	13.0%	14.4%	13.7%
Very dissatisfied	6.0%	4.0%	5.8%	5.7%	4.1%	4.7%	4.5%	5.1%	4.9%

Q10. Which TWO of the environmental services listed in Question 9 do you think are MOST IMPORTANT for the City to provide? (top 2)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q10. Sum of top 2 choices

Water & wastewater utility response time to emergencies	31.9%	34.1%	35.0%	32.1%	32.3%	36.4%	33.7%	34.8%	34.2%
Water Conservation programs within Austin	26.5%	36.3%	38.2%	41.4%	38.8%	34.3%	35.7%	36.9%	36.3%
Energy Conservation program	26.5%	32.2%	28.7%	32.7%	30.1%	30.1%	30.2%	28.6%	29.5%
Water quality of lakes & streams	31.9%	41.8%	38.8%	39.3%	40.8%	46.1%	40.6%	39.8%	40.2%
Flood control efforts	38.9%	31.8%	38.5%	38.9%	37.5%	36.7%	36.0%	37.9%	36.9%
None chosen	21.1%	11.3%	9.2%	7.5%	9.3%	8.1%	11.3%	10.3%	10.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

Q26. Your annual household income						Q27. Your gender identity		Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q11-1. Number of City of Austin parks

Very satisfied	21.0%	25.0%	22.3%	26.5%	26.9%	25.2%	23.9%	25.4%	24.6%
Satisfied	45.5%	44.7%	49.1%	49.7%	49.6%	52.9%	47.7%	49.8%	48.6%
Neutral	22.8%	21.5%	19.7%	12.4%	15.1%	13.8%	19.6%	15.4%	17.5%
Dissatisfied	6.6%	6.3%	7.2%	9.2%	7.0%	7.7%	6.7%	7.9%	7.4%
Very dissatisfied	4.2%	2.5%	1.7%	2.3%	1.4%	0.3%	2.2%	1.5%	1.8%

Q11-2. Number of City of Austin walking/biking trails

Very satisfied	19.4%	22.0%	21.8%	25.9%	27.3%	25.1%	23.6%	24.4%	24.0%
Satisfied	37.5%	46.6%	51.6%	48.8%	49.1%	48.9%	46.8%	48.7%	47.7%
Neutral	30.0%	23.1%	18.8%	14.5%	13.0%	13.3%	18.7%	17.0%	17.9%
Dissatisfied	8.8%	6.5%	6.9%	9.4%	9.6%	11.1%	8.8%	9.0%	8.9%
Very dissatisfied	4.4%	1.8%	0.9%	1.3%	1.0%	1.5%	2.1%	0.9%	1.5%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q11-3. Appearance of City of Austin park grounds located in Austin

Very satisfied	19.8%	19.1%	23.8%	19.7%	21.9%	20.2%	19.6%	21.8%	20.8%
Satisfied	39.5%	54.1%	50.4%	54.7%	55.5%	55.4%	52.6%	52.5%	52.5%
Neutral	29.3%	20.8%	18.8%	17.5%	16.4%	16.5%	20.2%	18.9%	19.5%
Dissatisfied	6.6%	4.2%	5.8%	6.1%	4.6%	7.0%	5.5%	5.4%	5.5%
Very dissatisfied	4.8%	1.8%	1.2%	1.9%	1.5%	0.9%	2.1%	1.4%	1.7%

Q11-4. Overall quality of City of Austin parks & recreation programs or classes offered by City

Very satisfied	19.0%	17.0%	17.9%	21.7%	20.6%	17.7%	18.4%	20.0%	19.2%
Satisfied	28.2%	46.8%	47.0%	50.6%	47.3%	51.4%	46.6%	46.0%	46.1%
Neutral	38.7%	27.2%	27.6%	18.5%	26.5%	22.7%	27.9%	25.1%	26.6%
Dissatisfied	8.5%	6.8%	6.8%	7.6%	4.9%	7.7%	5.3%	7.5%	6.5%
Very dissatisfied	5.6%	2.1%	0.7%	1.6%	0.8%	0.5%	1.8%	1.3%	1.6%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

Q26. Your annual household income						Q27. Your gender identity		Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q11-5. Quality of youth athletic programs offered by City

Very satisfied	10.6%	12.7%	13.3%	11.9%	13.0%	14.7%	11.9%	13.9%	12.8%
Satisfied	24.8%	34.2%	30.6%	39.1%	35.2%	33.3%	31.2%	34.6%	32.7%
Neutral	48.7%	41.1%	41.3%	35.1%	40.7%	35.7%	43.1%	38.0%	40.9%
Dissatisfied	9.7%	9.5%	13.3%	11.3%	8.8%	14.7%	10.3%	11.4%	10.8%
Very dissatisfied	6.2%	2.5%	1.5%	2.6%	2.3%	1.6%	3.4%	2.1%	2.7%

Q11-6. Quality of adult athletic programs offered by City

Very satisfied	11.1%	10.6%	10.8%	9.8%	11.5%	9.0%	10.4%	11.0%	10.6%
Satisfied	27.4%	36.5%	27.3%	39.3%	34.5%	36.9%	33.2%	34.0%	33.5%
Neutral	42.7%	43.5%	45.4%	35.6%	42.0%	41.8%	43.1%	40.8%	42.2%
Dissatisfied	12.8%	6.5%	15.5%	12.9%	8.0%	12.3%	9.9%	12.0%	10.9%
Very dissatisfied	6.0%	2.9%	1.0%	2.5%	4.0%	0.0%	3.4%	2.1%	2.8%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q11-7. Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)

Very satisfied	11.7%	10.6%	13.7%	12.7%	13.3%	10.3%	12.6%	12.0%	12.2%
Satisfied	35.9%	46.1%	41.1%	45.8%	48.6%	46.2%	45.3%	44.1%	44.5%
Neutral	39.1%	36.4%	34.6%	30.9%	29.9%	34.6%	32.4%	34.8%	33.7%
Dissatisfied	8.6%	4.1%	8.4%	7.6%	6.8%	6.4%	6.7%	7.4%	7.2%
Very dissatisfied	4.7%	2.8%	2.3%	3.0%	1.4%	2.6%	3.0%	1.7%	2.4%

Q11-8. Safety of equipment or playscapes in City of Austin parks

Very satisfied	9.4%	13.2%	11.9%	13.8%	17.4%	19.2%	15.4%	14.1%	14.7%
Satisfied	37.0%	46.6%	43.7%	52.3%	49.9%	53.2%	48.3%	47.5%	47.6%
Neutral	39.4%	30.9%	34.1%	27.5%	26.8%	23.2%	29.0%	30.8%	29.8%
Dissatisfied	9.4%	6.9%	7.5%	6.4%	4.7%	3.9%	5.5%	6.4%	6.1%
Very dissatisfied	4.7%	2.5%	2.8%	0.0%	1.2%	0.5%	1.9%	1.2%	1.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q11-9. Overall satisfaction with City of Austin swimming pools

Very satisfied	10.6%	10.6%	12.0%	10.5%	18.1%	13.8%	12.5%	13.4%	13.0%
Satisfied	31.1%	44.0%	34.8%	48.1%	42.5%	42.2%	41.4%	40.5%	40.8%
Neutral	37.1%	30.7%	26.6%	24.1%	24.6%	23.6%	28.2%	26.4%	27.2%
Dissatisfied	12.9%	10.6%	19.9%	11.4%	9.8%	14.7%	11.2%	14.7%	13.2%
Very dissatisfied	8.3%	4.1%	6.7%	5.9%	5.0%	5.8%	6.7%	5.0%	5.7%

Q11-10. Satisfaction with City of Austin aquatic programs or classes

Very satisfied	9.1%	6.8%	9.7%	9.1%	11.4%	9.3%	7.0%	11.6%	9.3%
Satisfied	31.8%	37.7%	28.6%	36.4%	39.0%	37.2%	35.2%	34.8%	35.0%
Neutral	43.6%	45.1%	48.5%	42.2%	37.7%	41.9%	46.2%	40.8%	43.5%
Dissatisfied	10.9%	6.2%	9.7%	7.8%	9.7%	10.1%	7.2%	10.3%	8.8%
Very dissatisfied	4.5%	4.3%	3.6%	4.5%	2.1%	1.6%	4.4%	2.4%	3.4%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q11-11. Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)

Very satisfied	16.1%	12.7%	16.2%	15.5%	18.5%	16.3%	13.8%	17.9%	15.9%
Satisfied	37.6%	51.8%	47.3%	50.6%	45.8%	51.6%	47.0%	48.6%	47.8%
Neutral	31.5%	28.6%	26.4%	26.9%	27.8%	25.4%	29.8%	26.1%	28.0%
Dissatisfied	10.7%	3.3%	9.1%	4.4%	6.7%	5.2%	6.9%	5.5%	6.2%
Very dissatisfied	4.0%	3.7%	1.0%	2.6%	1.2%	1.6%	2.5%	1.9%	2.2%

Q11-12. Cleanliness of library facilities

Very satisfied	20.4%	21.7%	26.0%	26.2%	25.5%	19.8%	20.9%	26.3%	23.8%
Satisfied	51.3%	55.8%	47.4%	52.0%	50.5%	52.0%	51.6%	49.9%	50.6%
Neutral	22.4%	18.5%	21.8%	18.4%	18.7%	19.8%	21.0%	19.4%	20.2%
Dissatisfied	2.6%	2.4%	3.5%	2.0%	3.8%	4.4%	3.4%	3.3%	3.4%
Very dissatisfied	3.3%	1.6%	1.4%	1.2%	1.5%	4.0%	3.0%	1.1%	2.0%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q11-13. Library programs

Very satisfied	18.7%	19.3%	20.5%	23.2%	27.0%	20.7%	20.8%	23.3%	22.2%
Satisfied	45.5%	49.5%	46.2%	49.3%	41.4%	44.6%	42.8%	47.3%	45.1%
Neutral	29.9%	25.0%	28.0%	21.3%	27.6%	25.4%	30.3%	23.6%	26.5%
Dissatisfied	3.7%	4.2%	4.5%	5.3%	3.1%	7.3%	4.4%	4.8%	4.8%
Very dissatisfied	2.2%	1.9%	0.8%	1.0%	0.9%	2.1%	1.7%	1.0%	1.3%

Q11-14. Materials at libraries

Very satisfied	24.1%	17.8%	20.8%	21.3%	23.5%	20.5%	21.9%	21.2%	21.5%
Satisfied	36.6%	51.0%	45.4%	52.8%	45.5%	44.7%	44.8%	47.2%	46.1%
Neutral	28.3%	24.9%	25.4%	21.3%	25.3%	25.1%	26.7%	23.8%	25.1%
Dissatisfied	9.0%	3.3%	7.0%	3.8%	4.1%	8.2%	4.6%	6.5%	5.7%
Very dissatisfied	2.1%	2.9%	1.4%	0.9%	1.6%	1.4%	2.0%	1.3%	1.7%

Q11. CITY OF AUSTIN RECREATION AND CULTURAL SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q11-15. Library hours</u>									
Very satisfied	22.3%	14.0%	17.0%	19.1%	18.7%	14.2%	16.6%	18.5%	17.6%
Satisfied	39.2%	51.4%	47.7%	49.8%	46.2%	47.7%	46.3%	46.8%	46.6%
Neutral	27.7%	25.1%	25.8%	19.1%	26.8%	22.5%	27.4%	23.2%	25.0%
Dissatisfied	8.1%	7.0%	6.7%	8.9%	7.0%	11.9%	7.3%	8.9%	8.3%
Very dissatisfied	2.7%	2.5%	2.8%	3.0%	1.3%	3.7%	2.4%	2.5%	2.5%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
<u>Q12. Sum of top 3 choices</u>									
Number of City of Austin parks	20.5%	31.2%	27.9%	42.7%	43.8%	42.2%	39.9%	33.3%	36.4%
Number of City of Austin walking/biking trails	17.3%	21.5%	18.7%	30.5%	35.1%	38.6%	29.4%	27.0%	28.2%
Appearance of City of Austin park grounds located in Austin	18.9%	23.5%	29.5%	31.5%	36.0%	37.3%	35.4%	26.1%	30.5%
Overall quality of City of Austin parks & recreation programs or classes offered by City	18.4%	22.5%	19.2%	17.1%	18.9%	15.7%	16.2%	19.9%	18.1%
Quality of youth athletic programs offered by City	15.7%	21.2%	16.0%	15.6%	15.0%	11.1%	13.6%	16.5%	15.1%
Quality of adult athletic programs offered by City	10.8%	8.0%	5.1%	3.7%	1.9%	2.4%	4.5%	4.6%	4.6%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q12. Sum of top 3 choices (cont.)

Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	9.7%	9.3%	7.6%	7.8%	10.4%	13.3%	11.6%	8.1%	9.8%
Safety of equipment or playscapes in City of Austin parks	18.9%	20.9%	26.0%	17.1%	16.3%	18.4%	15.1%	22.7%	19.0%
Overall satisfaction with City of Austin swimming pools	18.4%	18.0%	19.2%	19.6%	21.5%	22.6%	19.3%	20.2%	19.8%
Satisfaction with City of Austin aquatic programs or classes	2.2%	2.9%	3.3%	3.1%	2.4%	0.9%	1.8%	3.3%	2.5%
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	25.4%	33.1%	32.8%	34.3%	27.5%	22.9%	27.2%	31.0%	29.2%
Cleanliness of library facilities	9.7%	4.8%	5.1%	6.5%	3.5%	4.2%	5.9%	4.6%	5.2%
Library programs	16.8%	12.2%	16.0%	12.5%	13.0%	13.6%	11.2%	15.6%	13.5%

Q12. Which THREE of the City of Austin recreation and cultural services listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q12. Sum of top 3 choices (cont.)</u>									
Materials at libraries	13.5%	16.4%	18.4%	18.1%	16.1%	17.2%	15.1%	18.0%	16.7%
Library hours	10.8%	8.4%	8.9%	6.5%	4.6%	7.5%	5.2%	9.3%	7.3%
None chosen	22.7%	13.2%	13.6%	9.3%	9.5%	9.0%	14.1%	11.7%	12.9%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q13-1. Quality of residential garbage collection</u>									
Very satisfied	35.1%	26.4%	33.6%	33.1%	37.7%	37.5%	33.4%	34.6%	33.9%
Satisfied	45.6%	53.8%	48.3%	53.1%	49.6%	50.8%	51.4%	50.2%	50.6%
Neutral	8.8%	10.8%	10.1%	7.2%	8.8%	5.0%	8.5%	8.8%	8.6%
Dissatisfied	5.8%	6.3%	6.3%	4.9%	2.7%	6.2%	5.2%	4.8%	5.1%
Very dissatisfied	4.7%	2.8%	1.7%	1.6%	1.2%	0.6%	1.5%	1.6%	1.7%
 <u>Q13-2. Quality of residential yard waste collection</u>									
Very satisfied	28.9%	23.5%	26.8%	30.1%	37.4%	35.8%	30.0%	32.2%	31.0%
Satisfied	44.0%	47.0%	50.5%	48.6%	46.1%	48.1%	48.1%	47.3%	47.6%
Neutral	15.1%	19.4%	13.7%	12.8%	10.1%	10.3%	13.8%	12.9%	13.3%
Dissatisfied	7.5%	7.5%	6.7%	7.1%	4.9%	4.5%	6.2%	5.8%	6.1%
Very dissatisfied	4.4%	2.6%	2.2%	1.4%	1.4%	1.3%	1.9%	1.8%	2.0%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q13-3. Quality of residential curbside recycling services

Very satisfied	32.7%	30.1%	30.7%	35.8%	40.5%	39.3%	35.2%	35.2%	35.1%
Satisfied	37.0%	48.2%	49.1%	46.1%	44.5%	43.4%	46.7%	44.6%	45.5%
Neutral	16.4%	12.0%	11.0%	9.2%	9.0%	8.5%	10.4%	11.1%	10.8%
Dissatisfied	9.1%	7.2%	6.5%	6.8%	5.0%	6.6%	5.6%	7.1%	6.4%
Very dissatisfied	4.8%	2.5%	2.7%	2.0%	1.0%	2.2%	2.0%	2.0%	2.2%

Q13-4. Household hazardous waste disposal service

Very satisfied	17.1%	11.5%	15.4%	17.1%	17.2%	19.4%	16.5%	15.8%	16.1%
Satisfied	34.1%	36.9%	36.4%	39.4%	35.4%	27.0%	34.8%	33.9%	34.3%
Neutral	31.8%	32.3%	25.4%	25.9%	25.5%	27.0%	27.0%	28.4%	27.6%
Dissatisfied	10.1%	13.8%	17.6%	11.6%	17.4%	18.1%	16.1%	16.2%	16.2%
Very dissatisfied	7.0%	5.5%	5.1%	6.0%	4.6%	8.5%	5.6%	5.7%	5.8%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q13-5. Bulky item pick-up/removal services</u>									
Very satisfied	23.5%	24.5%	21.3%	23.9%	29.6%	25.8%	23.5%	27.1%	25.2%
Satisfied	39.2%	45.3%	47.4%	46.1%	41.4%	47.0%	46.1%	42.3%	44.3%
Neutral	22.9%	17.4%	17.4%	17.1%	17.2%	14.8%	16.9%	18.8%	17.8%
Dissatisfied	11.8%	9.1%	11.3%	10.7%	9.2%	8.7%	10.6%	9.1%	9.8%
Very dissatisfied	2.6%	3.8%	2.6%	2.1%	2.5%	3.7%	2.8%	2.7%	2.9%
 <u>Q13-6. Reliability of your electric service</u>									
Very satisfied	26.5%	28.2%	33.9%	34.8%	39.5%	42.8%	37.1%	33.2%	35.0%
Satisfied	51.8%	50.3%	49.3%	48.3%	48.6%	43.8%	46.5%	50.4%	48.5%
Neutral	15.1%	15.1%	10.5%	11.3%	7.8%	11.2%	11.5%	11.1%	11.3%
Dissatisfied	3.6%	4.4%	4.0%	4.0%	3.1%	1.9%	3.2%	3.8%	3.6%
Very dissatisfied	3.0%	2.0%	2.3%	1.7%	1.0%	0.3%	1.8%	1.5%	1.6%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q13-7. Safety of your drinking water

Very satisfied	20.6%	24.8%	28.4%	30.9%	37.7%	41.6%	35.9%	29.2%	32.3%
Satisfied	47.1%	45.2%	47.0%	49.2%	44.4%	42.9%	44.0%	46.3%	45.2%
Neutral	19.4%	18.4%	15.8%	12.4%	12.1%	8.5%	12.9%	14.8%	13.9%
Dissatisfied	8.8%	8.2%	6.3%	4.9%	4.5%	4.7%	4.6%	7.1%	6.0%
Very dissatisfied	4.1%	3.4%	2.6%	2.6%	1.4%	2.2%	2.6%	2.6%	2.6%

Q13-8. Cleanliness of City streets & public areas

Very satisfied	13.2%	12.1%	16.7%	14.0%	16.1%	19.5%	14.8%	16.4%	15.6%
Satisfied	39.1%	45.1%	46.0%	51.3%	51.7%	48.5%	48.5%	47.5%	47.8%
Neutral	31.0%	24.9%	20.9%	19.1%	19.9%	18.0%	21.8%	21.4%	21.7%
Dissatisfied	12.6%	14.5%	13.4%	12.4%	9.8%	11.6%	11.9%	11.9%	11.9%
Very dissatisfied	4.0%	3.4%	3.1%	3.2%	2.5%	2.4%	3.1%	2.8%	3.0%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q13-9. Cleanliness of your neighborhood

Very satisfied	18.0%	15.7%	20.9%	21.8%	24.1%	31.1%	21.0%	24.0%	22.5%
Satisfied	35.4%	47.8%	46.2%	51.6%	50.5%	45.1%	49.4%	46.0%	47.5%
Neutral	29.2%	22.7%	17.0%	14.6%	13.1%	14.3%	17.9%	16.0%	17.0%
Dissatisfied	10.7%	9.7%	11.1%	8.5%	9.5%	8.5%	8.6%	10.0%	9.4%
Very dissatisfied	6.7%	4.0%	4.7%	3.5%	2.8%	0.9%	3.1%	3.9%	3.5%

Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings

Very satisfied	8.3%	8.9%	11.7%	6.4%	6.2%	7.7%	6.9%	8.8%	7.9%
Satisfied	29.9%	27.8%	24.4%	31.4%	33.4%	29.2%	31.1%	28.9%	29.9%
Neutral	29.9%	32.0%	25.7%	26.1%	28.7%	30.8%	28.2%	29.3%	28.7%
Dissatisfied	21.0%	21.6%	25.1%	23.1%	22.0%	20.4%	22.7%	22.1%	22.4%
Very dissatisfied	10.8%	9.7%	13.0%	12.9%	9.6%	11.9%	11.1%	10.8%	11.1%

Q13. RESIDENTIAL AND NEIGHBORHOOD SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

Q26. Your annual household income							Q27. Your gender identity		Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female		

Q13-11. Enforcement of local codes & ordinances

Very satisfied	12.3%	8.1%	10.1%	6.3%	7.1%	6.1%	7.4%	8.6%	8.0%
Satisfied	29.0%	28.6%	27.0%	38.1%	34.8%	37.1%	33.1%	31.8%	32.4%
Neutral	36.2%	41.0%	37.5%	27.8%	36.7%	34.7%	35.7%	36.4%	35.9%
Dissatisfied	12.3%	15.0%	15.2%	18.3%	13.1%	12.7%	13.9%	15.4%	14.6%
Very dissatisfied	10.1%	7.3%	10.1%	9.5%	8.3%	9.4%	9.9%	7.8%	9.0%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q14. Sum of top 3 choices

Quality of residential garbage collection	33.5%	36.3%	34.4%	40.5%	44.3%	49.1%	43.2%	38.2%	40.6%
Quality of residential yard waste collection	4.9%	8.7%	4.1%	7.2%	6.7%	8.1%	9.0%	4.3%	6.6%
Quality of residential curbside recycling services	18.4%	21.2%	19.0%	22.4%	21.9%	23.8%	18.7%	23.3%	21.0%
Household hazardous waste disposal service	9.2%	12.9%	10.0%	6.5%	8.9%	11.1%	8.9%	10.6%	9.8%
Bulky item pick-up/removal services	13.0%	10.0%	11.4%	10.0%	7.6%	8.1%	9.6%	9.8%	9.9%
Reliability of your electric service	33.5%	34.7%	40.9%	43.3%	46.2%	41.9%	41.9%	39.5%	40.6%
Safety of your drinking water	49.2%	56.3%	57.7%	59.5%	60.5%	62.3%	55.5%	60.5%	58.0%
Cleanliness of City streets & public areas	21.1%	27.7%	27.4%	31.2%	28.0%	26.8%	26.3%	27.8%	27.1%
Cleanliness of your neighborhood	17.3%	14.5%	15.7%	15.0%	14.7%	11.4%	14.0%	15.0%	14.5%

Q14. Which THREE of the residential and neighborhood services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
<u>Q14. Sum of top 3 choices (cont.)</u>									
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	23.2%	22.8%	25.5%	19.9%	17.6%	20.2%	19.1%	22.3%	20.8%
Enforcement of local codes & ordinances	14.6%	16.1%	20.1%	19.6%	14.8%	13.9%	16.0%	16.1%	16.2%
None chosen	20.0%	11.3%	10.0%	7.5%	8.7%	7.5%	11.4%	9.8%	10.6%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
	<u>Q15-1. Austin Energy customer service</u>								
Very satisfied	26.1%	18.1%	18.1%	17.1%	21.3%	17.4%	18.4%	19.7%	19.1%
Satisfied	43.9%	43.7%	48.6%	47.9%	48.6%	53.8%	49.7%	45.8%	47.6%
Neutral	18.5%	26.7%	22.7%	20.9%	19.0%	18.6%	21.6%	21.7%	21.7%
Dissatisfied	6.4%	7.8%	7.8%	9.1%	6.1%	6.8%	5.9%	8.9%	7.5%
Very dissatisfied	5.1%	3.7%	2.8%	4.9%	5.0%	3.4%	4.3%	3.9%	4.2%
<u>Q15-2. Water & wastewater utility customer service</u>									
Very satisfied	20.0%	14.5%	15.1%	15.9%	19.1%	16.8%	14.9%	17.6%	16.3%
Satisfied	44.8%	45.1%	44.0%	49.6%	46.1%	49.6%	48.2%	44.5%	46.2%
Neutral	23.4%	28.9%	28.5%	21.8%	24.8%	21.8%	26.4%	25.1%	25.8%
Dissatisfied	6.9%	8.1%	10.1%	7.1%	6.9%	8.0%	6.2%	9.8%	8.0%
Very dissatisfied	4.8%	3.4%	2.3%	5.6%	3.2%	3.8%	4.3%	3.0%	3.7%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q15-3. Helpfulness of library staff</u>								
Very satisfied	36.4%	37.8%	39.0%	43.0%	49.2%	45.0%	38.1%	45.4%	42.1%
Satisfied	40.4%	42.1%	40.4%	43.5%	33.5%	39.6%	40.4%	38.2%	39.0%
Neutral	21.9%	18.9%	20.2%	11.7%	16.5%	12.9%	20.3%	15.2%	17.6%
Dissatisfied	0.0%	0.4%	0.4%	0.9%	0.8%	2.0%	0.4%	1.0%	0.7%
Very dissatisfied	1.3%	0.9%	0.0%	0.9%	0.0%	0.5%	0.8%	0.2%	0.5%
<u>Q15-4. Overall quality of customer service provided by City of Austin</u>									
Very satisfied	19.6%	14.6%	20.6%	17.0%	19.3%	16.0%	15.9%	18.5%	17.3%
Satisfied	38.6%	43.4%	42.2%	46.7%	44.6%	47.2%	44.4%	43.7%	43.8%
Neutral	31.6%	32.2%	29.5%	26.8%	26.2%	29.4%	29.6%	29.3%	29.5%
Dissatisfied	4.4%	7.1%	7.4%	6.9%	6.7%	5.3%	6.6%	6.7%	6.6%
Very dissatisfied	5.7%	2.6%	0.3%	2.5%	3.2%	2.1%	3.6%	1.8%	2.7%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q15-5. Services provided by City's 3-1-1 assistance telephone number</u>								
Very satisfied	33.6%	25.4%	25.2%	28.7%	33.3%	32.4%	26.6%	31.6%	29.2%
Satisfied	36.9%	41.7%	48.0%	46.8%	40.4%	45.9%	43.9%	42.9%	43.3%
Neutral	20.1%	22.6%	20.4%	19.0%	20.1%	15.6%	22.8%	18.1%	20.3%
Dissatisfied	5.4%	6.0%	5.4%	4.2%	4.2%	3.3%	4.3%	5.3%	4.9%
Very dissatisfied	4.0%	4.4%	1.0%	1.3%	2.0%	2.9%	2.4%	2.0%	2.2%
<u>Q15-6. Review services for residential & commercial building plans</u>									
Very satisfied	7.5%	9.4%	6.9%	5.0%	9.1%	6.6%	5.9%	8.4%	7.1%
Satisfied	19.6%	21.9%	17.2%	21.4%	20.8%	18.0%	19.1%	19.5%	19.3%
Neutral	47.7%	46.9%	50.2%	39.6%	30.6%	32.8%	38.1%	41.2%	39.4%
Dissatisfied	13.1%	13.1%	16.3%	17.6%	17.7%	21.9%	17.6%	18.1%	17.9%
Very dissatisfied	12.1%	8.8%	9.4%	16.4%	21.9%	20.8%	19.3%	12.8%	16.3%

Q15. CUSTOMER SERVICE. Please rate your satisfaction with the following: (without "don't know")

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
	<u>Q15-7. Value of services received from Austin Energy</u>								
Very satisfied	17.0%	13.4%	12.5%	15.0%	14.2%	11.4%	11.9%	14.6%	13.3%
Satisfied	39.0%	35.8%	37.8%	37.2%	40.6%	45.0%	39.9%	38.1%	38.8%
Neutral	28.9%	34.7%	31.9%	24.5%	29.7%	28.6%	30.7%	30.4%	30.5%
Dissatisfied	8.8%	9.7%	12.2%	15.3%	9.7%	8.6%	10.9%	11.3%	11.2%
Very dissatisfied	6.3%	6.3%	5.6%	8.0%	5.8%	6.4%	6.7%	5.7%	6.2%
 <u>Q15-8. Water & wastewater rates (cost)</u>									
Very satisfied	4.8%	7.3%	7.4%	7.3%	6.5%	5.8%	5.4%	7.4%	6.5%
Satisfied	20.5%	21.0%	19.7%	22.8%	23.4%	24.4%	23.2%	20.0%	21.5%
Neutral	31.3%	30.1%	29.7%	28.7%	27.4%	28.8%	28.9%	29.6%	29.1%
Dissatisfied	23.5%	25.5%	27.4%	23.2%	28.2%	20.2%	24.3%	25.2%	24.8%
Very dissatisfied	19.9%	16.1%	15.9%	18.0%	14.5%	20.8%	18.2%	17.8%	18.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q16-1. Availability of affordable housing for low/moderate income families</u>								
Very satisfied	5.2%	4.2%	3.6%	2.7%	6.2%	7.3%	7.2%	3.4%	5.2%
Satisfied	8.4%	7.5%	7.9%	9.8%	9.6%	10.1%	12.4%	5.9%	9.0%
Neutral	19.4%	16.2%	16.5%	20.0%	15.3%	30.6%	26.0%	13.9%	19.7%
Dissatisfied	31.6%	31.3%	31.0%	33.3%	36.1%	31.9%	29.8%	35.3%	32.5%
Very dissatisfied	35.5%	40.8%	40.9%	34.1%	32.8%	20.2%	24.6%	41.6%	33.6%
<u>Q16-2. City's efforts to offer financial literacy/homebuyer education</u>									
Very satisfied	5.0%	4.1%	4.5%	3.4%	5.0%	7.6%	5.0%	4.5%	4.8%
Satisfied	12.5%	14.4%	14.9%	15.4%	14.3%	20.6%	16.7%	13.8%	15.2%
Neutral	47.5%	40.5%	37.6%	40.0%	41.5%	48.9%	45.2%	39.6%	42.1%
Dissatisfied	17.5%	25.6%	23.1%	21.1%	21.3%	11.5%	17.4%	23.7%	20.6%
Very dissatisfied	17.5%	15.4%	19.9%	20.0%	17.8%	11.5%	15.7%	18.4%	17.3%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q16-3. City's effort to promote & assist small, minority and/or women-owned businesses</u>								
Very satisfied	5.0%	7.8%	5.3%	7.1%	8.2%	9.3%	8.5%	5.9%	7.3%
Satisfied	18.3%	17.1%	18.1%	21.9%	22.0%	25.9%	22.1%	19.2%	20.5%
Neutral	44.2%	41.5%	36.2%	38.3%	36.7%	46.3%	40.7%	38.8%	39.6%
Dissatisfied	16.7%	22.3%	23.0%	19.7%	21.6%	9.9%	17.4%	21.6%	19.4%
Very dissatisfied	15.8%	11.4%	17.3%	13.1%	11.5%	8.6%	11.4%	14.5%	13.3%
 <u>Q16-4. Shot for Tots & Big Shots program (immunizations)</u>									
Very satisfied	18.3%	15.2%	14.0%	9.7%	15.3%	11.7%	14.1%	13.8%	14.0%
Satisfied	35.6%	35.8%	34.7%	38.9%	39.3%	36.7%	32.8%	40.1%	36.3%
Neutral	31.7%	41.7%	43.5%	40.3%	39.8%	41.7%	41.7%	39.5%	40.5%
Dissatisfied	7.7%	4.6%	2.1%	4.9%	4.1%	5.0%	5.3%	3.9%	4.6%
Very dissatisfied	6.7%	2.6%	5.7%	6.3%	1.5%	5.0%	6.1%	2.7%	4.5%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q16-5. Food Safety Inspection program</u>									
Very satisfied	10.1%	10.0%	9.5%	7.2%	8.3%	9.8%	8.4%	9.1%	8.8%
Satisfied	29.4%	30.6%	31.9%	41.0%	44.3%	38.6%	37.7%	34.7%	36.2%
Neutral	43.1%	47.2%	40.0%	39.2%	38.7%	43.8%	41.5%	44.5%	42.6%
Dissatisfied	7.3%	8.3%	13.3%	6.0%	6.3%	4.6%	7.9%	7.1%	7.7%
Very dissatisfied	10.1%	3.9%	5.2%	6.6%	2.4%	3.3%	4.5%	4.6%	4.8%
 <u>Q16-6. Neighborhood planning/zoning efforts</u>									
Very satisfied	6.1%	4.5%	3.0%	2.6%	3.6%	1.9%	3.2%	3.3%	3.3%
Satisfied	24.4%	21.2%	19.4%	19.1%	23.2%	24.6%	22.5%	20.5%	21.4%
Neutral	40.5%	37.8%	34.0%	33.5%	30.4%	33.5%	33.7%	34.6%	34.0%
Dissatisfied	16.8%	23.4%	27.2%	29.6%	21.1%	23.1%	23.5%	24.8%	24.2%
Very dissatisfied	12.2%	13.1%	16.4%	15.2%	21.6%	16.9%	17.1%	16.7%	17.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
	<u>Q16-7. Accessibility of municipal court services</u>								
Very satisfied	11.9%	6.8%	3.7%	6.3%	5.5%	6.3%	6.2%	6.1%	6.2%
Satisfied	25.4%	28.0%	29.5%	34.3%	34.3%	38.5%	30.4%	32.6%	31.4%
Neutral	43.7%	46.4%	45.2%	37.2%	41.1%	42.5%	43.4%	42.7%	42.8%
Dissatisfied	11.9%	12.6%	12.0%	14.5%	12.6%	10.3%	11.7%	13.6%	12.8%
Very dissatisfied	7.1%	6.3%	9.5%	7.7%	6.5%	2.3%	8.3%	4.9%	6.8%
<u>Q16-8. Access to affordable quality housing</u>									
Very satisfied	5.2%	4.6%	2.0%	4.0%	4.4%	4.6%	5.3%	3.0%	4.1%
Satisfied	9.2%	10.7%	8.9%	8.4%	10.0%	13.3%	12.0%	8.2%	10.1%
Neutral	25.5%	18.3%	16.8%	24.1%	19.9%	29.2%	28.3%	16.8%	22.2%
Dissatisfied	23.5%	29.4%	32.3%	30.5%	35.0%	28.3%	28.7%	32.6%	30.6%
Very dissatisfied	36.6%	37.0%	39.9%	32.9%	30.8%	24.6%	25.7%	39.3%	33.1%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q16-9. Access to affordable quality child care</u>									
Very satisfied	5.1%	4.1%	2.5%	3.9%	5.0%	4.6%	6.3%	3.1%	4.5%
Satisfied	12.0%	13.5%	9.9%	11.7%	10.7%	12.1%	12.3%	10.6%	11.5%
Neutral	38.5%	36.5%	30.5%	30.7%	31.8%	34.5%	40.8%	27.1%	33.5%
Dissatisfied	14.5%	27.1%	28.6%	26.8%	27.1%	29.3%	23.1%	28.2%	25.7%
Very dissatisfied	29.9%	18.8%	28.6%	26.8%	25.4%	19.5%	17.5%	31.0%	24.8%
 <u>Q16-10. Access to affordable quality health care</u>									
Very satisfied	7.0%	6.8%	5.8%	7.1%	8.7%	7.0%	8.7%	5.9%	7.2%
Satisfied	21.7%	17.6%	20.2%	22.5%	25.5%	24.6%	24.9%	20.3%	22.4%
Neutral	26.1%	30.0%	28.4%	27.9%	26.5%	34.6%	31.6%	26.8%	29.0%
Dissatisfied	17.8%	23.2%	19.9%	26.3%	20.4%	18.4%	18.5%	22.8%	20.9%
Very dissatisfied	27.4%	22.4%	25.7%	16.3%	18.9%	15.4%	16.2%	24.1%	20.5%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
	<u>Q16-11. Access to affordable quality food</u>								
Very satisfied	11.5%	10.0%	10.2%	12.8%	17.1%	17.2%	14.8%	12.7%	13.6%
Satisfied	32.7%	31.2%	36.1%	39.5%	37.9%	38.8%	38.3%	35.0%	36.4%
Neutral	34.6%	33.1%	30.5%	26.7%	28.4%	28.8%	31.5%	28.4%	29.8%
Dissatisfied	7.7%	16.5%	13.8%	14.7%	10.2%	9.2%	10.3%	13.6%	12.1%
Very dissatisfied	13.5%	9.2%	9.5%	6.2%	6.4%	6.0%	5.2%	10.4%	8.1%
<u>Q16-12. City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability</u>									
Very satisfied	13.2%	15.5%	17.9%	20.7%	20.0%	21.4%	19.2%	17.0%	18.2%
Satisfied	33.3%	32.3%	34.8%	35.8%	35.7%	39.9%	37.9%	33.4%	35.5%
Neutral	29.2%	29.5%	23.2%	28.9%	26.5%	27.8%	28.6%	26.9%	27.7%
Dissatisfied	10.4%	13.5%	10.9%	7.3%	10.6%	7.3%	7.3%	12.1%	9.7%
Very dissatisfied	13.9%	9.2%	13.2%	7.3%	7.1%	3.6%	6.9%	10.5%	8.9%

Q16. OTHER CITY SERVICES. Please rate your satisfaction with the following: (without "don't know")

N=2215

Q26. Your annual household income						Q27. Your gender identity		Total
Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q16-13. City's effort to support dialogue between residents & government

Very satisfied	8.6%	8.5%	8.4%	10.0%	9.7%	13.7%	8.8%	10.0%	9.4%
Satisfied	27.9%	26.7%	34.3%	33.8%	30.5%	35.0%	30.6%	31.6%	30.9%
Neutral	32.9%	36.8%	32.3%	27.7%	33.4%	27.8%	31.8%	32.8%	32.2%
Dissatisfied	17.1%	16.2%	14.5%	16.2%	16.5%	14.4%	17.5%	14.4%	16.0%
Very dissatisfied	13.6%	11.7%	10.4%	12.3%	9.9%	9.1%	11.2%	11.2%	11.4%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q17. Sum of top 3 choices

Availability of affordable housing for low/moderate income families	47.0%	48.2%	47.2%	39.3%	36.5%	33.7%	34.9%	44.9%	40.1%
City's efforts to offer financial literacy/homebuyer education	8.6%	6.8%	4.9%	5.6%	3.7%	4.2%	6.2%	4.1%	5.2%
City's effort to promote & assist small, minority and/or women-owned businesses	9.2%	11.9%	12.2%	9.7%	9.3%	8.4%	9.5%	10.3%	9.9%
Shot for Tots & Big Shots program (immunizations)	8.1%	9.0%	6.8%	8.1%	9.1%	9.9%	8.8%	8.2%	8.5%
Food Safety Inspection program	14.1%	11.3%	18.2%	16.8%	20.6%	23.2%	21.3%	15.2%	18.3%
Neighborhood planning/zoning efforts	12.4%	16.1%	21.4%	24.9%	28.4%	34.9%	28.7%	20.5%	24.5%
Accessibility of municipal court services	5.9%	5.8%	4.1%	7.2%	6.9%	8.4%	9.1%	4.4%	6.7%

Q17. Which THREE of the other City services listed in Question 16 do you think are MOST IMPORTANT for the City to provide? (top 3) (cont.)

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q17. Sum of top 3 choices (cont.)

Access to affordable quality housing	37.8%	41.8%	37.7%	40.5%	38.4%	31.6%	32.9%	40.2%	36.5%
Access to affordable quality child care	14.1%	10.3%	12.2%	13.4%	13.9%	16.0%	9.9%	15.8%	12.9%
Access to affordable quality health care	36.2%	38.9%	31.7%	32.7%	35.1%	30.1%	30.2%	36.3%	33.3%
Access to affordable quality food	16.8%	18.3%	13.6%	21.2%	18.4%	18.7%	17.1%	18.1%	17.7%
City's efforts to support diversity by serving people equally regardless of religion, ethnicity, age, or ability	15.7%	19.6%	24.7%	20.2%	22.6%	21.4%	18.0%	23.0%	20.6%
City's effort to support dialogue between residents & government	13.0%	14.5%	20.1%	24.9%	22.8%	26.8%	24.0%	18.6%	21.2%
None chosen	18.9%	12.5%	11.9%	10.0%	9.3%	9.0%	13.1%	11.6%	12.3%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	
	N=2215								
<u>Q18-1. Have you visited a City of Austin park?</u>									
Yes	83.1%	88.7%	92.2%	96.8%	96.6%	98.5%	94.0%	93.1%	93.5%
No	16.9%	11.3%	7.8%	3.2%	3.4%	1.5%	6.0%	6.9%	6.5%
<u>Q18-2. Have you used a City of Austin walking/biking trail?</u>									
Yes	69.1%	75.2%	78.2%	86.9%	89.1%	93.9%	83.7%	82.5%	83.1%
No	30.9%	24.8%	21.8%	13.1%	10.9%	6.1%	16.3%	17.5%	16.9%
<u>Q18-3. Have you participated in a City of Austin recreation program or class?</u>									
Yes	30.7%	28.5%	25.6%	23.4%	22.8%	20.1%	20.4%	27.5%	24.1%
No	69.3%	71.5%	74.4%	76.6%	77.2%	79.9%	79.6%	72.5%	75.9%
<u>Q18-4. Have you participated in a City of Austin Parks youth athletic program?</u>									
Yes	14.6%	13.2%	9.9%	9.3%	10.7%	11.2%	9.4%	12.1%	10.8%
No	85.4%	86.8%	90.1%	90.7%	89.3%	88.8%	90.6%	87.9%	89.2%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q18-5. Have you participated in a City of Austin Parks adult athletic program?

Yes	14.5%	10.9%	10.9%	15.4%	12.1%	7.8%	13.0%	9.7%	11.3%
No	85.5%	89.1%	89.1%	84.6%	87.9%	92.2%	87.0%	90.3%	88.7%

Q18-6. Have you visited a City of Austin outdoor athletic field (soccer/baseball field, tennis court)?

Yes	52.0%	55.8%	58.9%	66.0%	63.7%	66.8%	64.5%	57.5%	61.0%
No	48.0%	44.2%	41.1%	34.0%	36.3%	33.2%	35.5%	42.5%	39.0%

Q18-7. Have you used park equipment, such as playscapes, while visiting a City of Austin Park?

Yes	51.1%	53.3%	50.8%	59.9%	58.6%	63.1%	53.8%	58.8%	56.2%
No	48.9%	46.7%	49.2%	40.1%	41.4%	36.9%	46.3%	41.2%	43.8%

Q18-8. Have you visited a City of Austin pool?

Yes	51.7%	59.6%	60.3%	66.0%	66.9%	65.1%	60.0%	64.2%	62.3%
No	48.3%	40.4%	39.7%	34.0%	33.1%	34.9%	40.0%	35.8%	37.7%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q18-9. Have you participated in a City of Austin aquatic program or class?</u>									
Yes	17.3%	11.9%	10.6%	12.0%	14.0%	8.0%	9.6%	14.0%	12.0%
No	82.7%	88.1%	89.4%	88.0%	86.0%	92.0%	90.4%	86.0%	88.0%
<u>Q18-10. Have you visited a City of Austin recreation center (senior, nature, cultural centers, or museums)?</u>									
Yes	55.3%	66.0%	62.1%	72.5%	66.9%	61.7%	59.3%	69.3%	64.4%
No	44.7%	34.0%	37.9%	27.5%	33.1%	38.3%	40.7%	30.7%	35.6%
<u>Q18-11. Have you used City's bicycle lane system/network?</u>									
Yes	28.1%	32.2%	31.8%	42.0%	49.1%	56.3%	46.4%	35.5%	40.8%
No	71.9%	67.8%	68.2%	58.0%	50.9%	43.7%	53.6%	64.5%	59.2%
<u>Q18-12. Have you used City's urban trail network?</u>									
Yes	35.8%	50.0%	49.0%	58.8%	62.5%	69.9%	59.3%	51.8%	55.6%
No	64.2%	50.0%	51.0%	41.2%	37.5%	30.1%	40.7%	48.2%	44.4%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q18-13. Have you visited a City of Austin library facility?</u>									
Yes	69.2%	72.3%	71.4%	73.4%	68.2%	67.8%	66.0%	74.2%	70.3%
No	30.8%	27.7%	28.6%	26.6%	31.8%	32.2%	34.0%	25.8%	29.7%
<u>Q18-14. Have you participated in a City of Austin library program?</u>									
Yes	36.2%	26.2%	28.1%	26.3%	25.1%	26.6%	22.6%	31.6%	27.4%
No	63.8%	73.8%	71.9%	73.7%	74.9%	73.4%	77.4%	68.4%	72.6%
<u>Q18-15. Have you had contact with City of Austin Municipal Court?</u>									
Yes	42.6%	46.7%	45.6%	50.3%	45.7%	43.1%	46.4%	43.9%	45.1%
No	57.4%	53.3%	54.4%	49.7%	54.3%	56.9%	53.6%	56.1%	54.9%
<u>Q18-16. Have you had contact with City for code enforcement?</u>									
Yes	33.0%	27.1%	30.1%	31.5%	36.0%	35.1%	36.7%	29.0%	32.8%
No	67.0%	72.9%	69.9%	68.5%	64.0%	64.9%	63.3%	71.0%	67.2%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q18-17. Have you visited Austin-Bergstrom International Airport?

Yes	77.2%	86.2%	92.6%	96.5%	92.8%	97.0%	92.5%	90.8%	91.7%
No	22.8%	13.8%	7.4%	3.5%	7.2%	3.0%	7.5%	9.2%	8.3%

Q18-18. Have you called 3-1-1?

Yes	66.3%	70.8%	67.5%	68.6%	69.5%	69.7%	66.6%	71.7%	69.2%
No	33.7%	29.2%	32.5%	31.4%	30.5%	30.3%	33.4%	28.3%	30.8%

Q18-19. Have you called 9-1-1?

Yes	55.6%	48.8%	47.5%	47.9%	47.3%	50.3%	47.1%	50.4%	48.8%
No	44.4%	51.2%	52.5%	52.1%	52.7%	49.7%	52.9%	49.6%	51.2%

Q18-20. Have you had contact with Austin Police Department?

Yes	67.0%	62.7%	62.6%	66.1%	65.5%	68.1%	65.6%	62.8%	64.3%
No	33.0%	37.3%	37.4%	33.9%	34.5%	31.9%	34.4%	37.2%	35.7%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>	
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>		
<u>Q18-21. Have you had contact with Austin Fire Department?</u>										
Yes	39.3%	36.3%	39.1%	34.6%	34.8%	36.0%	36.2%	36.7%	36.6%	
No	60.7%	63.7%	60.9%	65.4%	65.2%	64.0%	63.8%	63.3%	63.4%	
<u>Q18-22. Have you had contact with Emergency Medical Services Department?</u>										
Yes	46.6%	37.4%	38.4%	36.2%	31.0%	32.2%	35.4%	35.5%	35.4%	
No	53.4%	62.6%	61.6%	63.8%	69.0%	67.8%	64.6%	64.5%	64.6%	
<u>Q18-23. Have you had contact with Austin Public Health (social services, public health services, etc.)?</u>										
Yes	34.1%	27.1%	24.9%	25.6%	19.5%	13.8%	18.8%	25.3%	22.3%	
No	65.9%	72.9%	75.1%	74.4%	80.5%	86.3%	81.2%	74.7%	77.7%	
<u>Q18-24. Have you had contact with Planning & Zoning department?</u>										
Yes	22.0%	14.6%	25.8%	28.7%	31.4%	39.2%		30.7%	25.3%	28.0%
No	78.0%	85.4%	74.2%	71.3%	68.6%	60.8%		69.3%	74.7%	72.0%

Q18 (1-26). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you have done any of the following activities during the past 12 months: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q18-25. Have you had contact with City's Development Services department (permitting, inspections)?

Yes	19.2%	20.6%	26.9%	31.6%	35.4%	41.4%	35.9%	26.7%	31.2%
No	80.8%	79.4%	73.1%	68.4%	64.6%	58.6%	64.1%	73.3%	68.8%

Q18-26. Have you visited Austin Animal Center?

Yes	51.1%	53.6%	50.7%	58.3%	51.2%	45.2%	47.3%	53.9%	50.8%
No	48.9%	46.4%	49.3%	41.7%	48.8%	54.8%	52.7%	46.1%	49.2%

Q18 (27-29). USAGE OF CITY SERVICES AND FACILITIES. Please indicate if you receive services from the following organizations: (without "don't know")

N=2215

	Q26. Your annual household income						Q27. Your gender identity		Total
	Less than \$20K	\$20K to \$39,999	\$40K to \$59,999	\$60K to \$79,999	\$80K to \$149,999	\$150K+	Male	Female	

Q18-27. Does Austin Energy provide your electric service?

Yes	93.4%	94.3%	92.8%	90.9%	89.0%	83.1%	89.7%	90.2%	89.8%
No	6.6%	5.7%	7.2%	9.1%	11.0%	16.9%	10.3%	9.8%	10.2%

Q18-28. Does City of Austin collect garbage at your residence?

Yes	89.5%	85.9%	90.4%	90.1%	92.6%	94.5%	91.6%	90.3%	90.8%
No	10.5%	14.1%	9.6%	9.9%	7.4%	5.5%	8.4%	9.7%	9.2%

Q18-29. Does City of Austin provide your home with water & wastewater services?

Yes	95.4%	96.3%	97.4%	99.0%	99.4%	98.4%	98.8%	97.4%	98.1%
No	4.6%	3.7%	2.6%	1.0%	0.6%	1.6%	1.2%	2.6%	1.9%

Q19. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business." (without "don't know")

N=2215

	<u>Q26. Your annual household income</u>						<u>Q27. Your gender identity</u>		<u>Total</u>
	<u>Less than \$20K</u>	<u>\$20K to \$39,999</u>	<u>\$40K to \$59,999</u>	<u>\$60K to \$79,999</u>	<u>\$80K to \$149,999</u>	<u>\$150K+</u>	<u>Male</u>	<u>Female</u>	
<u>Q19. Your level of agreement with the statement</u>									
Strongly disagree	9.0%	4.0%	4.6%	4.9%	5.2%	6.9%	5.7%	5.6%	5.7%
Disagree	6.9%	7.2%	8.2%	7.9%	6.3%	6.2%	7.8%	6.5%	7.3%
Neutral	34.0%	30.0%	28.9%	24.7%	20.9%	19.3%	22.5%	29.3%	25.8%
Agree	37.5%	42.8%	42.4%	46.4%	53.3%	48.2%	48.9%	42.9%	45.8%
Strongly agree	12.5%	16.0%	15.8%	16.1%	14.3%	19.3%	15.1%	15.7%	15.4%

City of Austin

Community Survey

Appendix G –

Cross-Tabular Data for

Question #18

...helping organizations make better decisions since 1982

Submitted to the City of Austin, Texas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

September 2017



Contents

Crosstab for 18-1, 18-3, 18-8, and 18-10 by 2-1, 4-3, 5-8, 11-1 through 11-11, and 12	G-1
Crosstab for 18-13 by 2-2, 11-12 through 11-15, 12, and 15-3	G-18
Crosstab for 18-15 by 2-4 and 16-7	G-27
Crosstab for 18-16 by 1-7, 13-8 through 13-11, and 14	G-29
Crosstab for 18-17 by 2-5	G-36
Crosstab for 18-18 by 1-8, 9-1, 15-1, 15-2, 15-4, and 15-5	G-37
Crosstab for 18-19 by 2-3, 7-2, 7-5, 7-7, and 8	G-43
Crosstab for 18-20 by 2-3, 4, 7-1 through 7-3, and 8	G-48
Crosstab for 18-21 by 2-3, 7-4 through 7-6, and 8	G-58
Crosstab for 18-22 by 2-3, 7-6, 7-7, and 8	G-63
Crosstab for 18-27 by 1-5, 2-8, 5-5, 9-3, 13-6, and 15-1	G-67
Crosstab for 18-28 by 13-1 through 13-5, 13-8, and 14	G-73
Crosstab for 18-29 by 2-6, 2-7, 9-1, 9-2, 9-4, 13-7, and 15-2	G-81

Questions 18-1, 18-3, 18-8, and 18-10 cross-tabbed with Questions 2-1, 4-3, 5-8, 11-1 through 11-11, and 12

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215

	Q18-1. Have you visited a City of Austin park?			Q18-3. Have you participated in a City of Austin recreation program...			Q18-8. Have you visited a City of Austin pool?			Q18-10. Have you visited a City of Austin recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q2-1. Overall quality of City parks & recreation</u>													
Very satisfied	26.3%	13.1%	23.5%	27.1%	25.0%	26.9%	27.1%	22.8%	26.9%	26.7%	23.5%	23.7%	25.6%
Satisfied	51.5%	35.5%	58.8%	48.8%	51.4%	52.6%	50.0%	51.9%	55.8%	51.2%	49.3%	61.0%	50.8%
Neutral	15.0%	43.0%	5.9%	14.0%	17.0%	15.4%	14.8%	19.3%	9.6%	14.1%	21.0%	8.5%	16.3%
Dissatisfied	5.8%	4.7%	8.8%	8.3%	5.1%	3.8%	6.7%	4.3%	5.8%	6.5%	4.5%	5.1%	5.8%
Very dissatisfied	1.4%	3.7%	2.9%	1.8%	1.5%	1.3%	1.4%	1.7%	1.9%	1.5%	1.7%	1.7%	1.6%

Q4. Feeling of Safety (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q4-3. I feel safe in City parks</u>													
Strongly agree	20.3%	2.4%	12.9%	18.6%	20.1%	14.5%	20.5%	18.1%	14.0%	20.8%	17.7%	12.1%	19.5%
Agree	47.1%	34.1%	51.6%	46.9%	46.4%	51.3%	48.3%	43.2%	54.0%	47.3%	45.1%	51.7%	46.7%
Neutral	23.1%	43.9%	19.4%	23.2%	23.9%	26.3%	21.9%	27.8%	18.0%	22.3%	26.6%	25.9%	23.8%
Disagree	7.6%	15.9%	9.7%	8.9%	7.7%	5.3%	7.6%	8.5%	8.0%	7.6%	8.7%	6.9%	7.9%
Strongly disagree	1.9%	3.7%	6.5%	2.4%	1.9%	2.6%	1.7%	2.4%	6.0%	2.0%	1.9%	3.4%	2.0%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q5-8. Off-street bicycle accessibility (City's urban trail network)</u>													
Very satisfied	15.5%	5.1%	7.7%	16.7%	14.6%	8.2%	14.1%	16.8%	10.3%	16.8%	11.2%	13.0%	14.9%
Satisfied	36.7%	21.8%	34.6%	34.6%	36.3%	39.3%	38.6%	31.0%	33.3%	36.8%	34.3%	37.0%	36.0%
Neutral	33.7%	55.1%	42.3%	33.4%	35.1%	39.3%	31.6%	41.0%	38.5%	32.2%	40.0%	34.8%	34.8%
Dissatisfied	9.8%	6.4%	11.5%	11.5%	9.2%	6.6%	11.6%	6.0%	10.3%	10.2%	8.8%	8.7%	9.7%
Very dissatisfied	4.3%	11.5%	3.8%	3.8%	4.8%	6.6%	4.1%	5.3%	7.7%	3.9%	5.7%	6.5%	4.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11-1. Number of City of Austin parks</u>													
Very satisfied	25.4%	10.2%	16.7%	26.1%	24.0%	26.0%	25.9%	22.6%	20.8%	26.6%	21.2%	19.3%	24.6%
Satisfied	49.3%	37.8%	43.3%	45.8%	49.8%	43.8%	48.8%	48.5%	45.8%	48.4%	49.3%	45.6%	48.6%
Neutral	16.0%	44.9%	30.0%	15.5%	18.2%	17.8%	14.8%	21.9%	22.9%	14.9%	22.1%	24.6%	17.5%
Dissatisfied	7.5%	5.1%	6.7%	10.4%	6.3%	11.0%	8.7%	5.2%	6.3%	8.4%	5.3%	8.8%	7.4%
Very dissatisfied	1.8%	2.0%	3.3%	2.2%	1.7%	1.4%	1.8%	1.8%	4.2%	1.6%	2.2%	1.8%	1.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11-2. Number of City of Austin walking/biking trails</u>													
Very satisfied	24.6%	10.0%	23.3%	24.0%	24.1%	20.0%	24.5%	23.6%	15.2%	25.3%	21.9%	16.4%	24.0%
Satisfied	48.3%	35.6%	43.3%	46.4%	48.1%	48.6%	48.5%	45.9%	52.2%	48.4%	46.0%	50.9%	47.7%
Neutral	16.3%	48.9%	26.7%	17.7%	17.9%	18.6%	15.4%	21.9%	23.9%	15.8%	21.7%	20.0%	17.9%
Dissatisfied	9.2%	4.4%	3.3%	10.2%	8.5%	10.0%	10.0%	7.1%	6.5%	9.0%	8.7%	10.9%	8.9%
Very dissatisfied	1.5%	1.1%	3.3%	1.6%	1.4%	2.9%	1.6%	1.4%	2.2%	1.5%	1.7%	1.8%	1.5%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11-3. Appearance of City of Austin park grounds located in Austin</u>													
Very satisfied	21.5%	8.2%	13.3%	22.2%	20.5%	16.4%	21.4%	20.2%	14.6%	22.6%	17.6%	17.5%	20.8%
Satisfied	53.0%	39.8%	56.7%	49.5%	53.1%	58.9%	52.5%	51.8%	62.5%	52.2%	52.7%	56.1%	52.5%
Neutral	18.0%	49.0%	23.3%	18.4%	19.9%	19.2%	18.5%	21.4%	18.8%	17.6%	22.8%	24.6%	19.5%
Dissatisfied	5.6%	3.1%	3.3%	7.7%	4.8%	4.1%	6.1%	4.7%	0.0%	6.0%	4.9%	0.0%	5.5%
Very dissatisfied	1.8%	0.0%	3.3%	2.2%	1.6%	1.4%	1.5%	1.9%	4.2%	1.6%	1.9%	1.8%	1.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11-4. Overall quality of City of Austin parks & recreation programs or classes offered by City</u>													
Very satisfied	19.8%	10.0%	13.0%	21.3%	18.5%	14.0%	19.7%	18.5%	13.2%	20.8%	15.8%	17.0%	19.2%
Satisfied	47.1%	23.8%	60.9%	46.1%	45.7%	54.4%	46.8%	43.7%	60.5%	47.0%	43.4%	53.2%	46.1%
Neutral	25.2%	56.3%	17.4%	23.9%	27.8%	26.3%	24.6%	31.2%	18.4%	23.7%	33.3%	23.4%	26.6%
Dissatisfied	6.4%	8.8%	4.3%	6.9%	6.5%	3.5%	7.4%	4.9%	5.3%	7.1%	5.3%	4.3%	6.5%
Very dissatisfied	1.5%	1.3%	4.3%	1.7%	1.5%	1.8%	1.4%	1.7%	2.6%	1.3%	2.1%	2.1%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11-5. Quality of youth athletic programs offered by City</u>													
Very satisfied	13.4%	6.7%	0.0%	14.6%	12.6%	0.0%	13.6%	11.8%	4.3%	13.9%	10.9%	8.3%	12.8%
Satisfied	33.1%	25.0%	38.5%	36.0%	30.6%	41.2%	34.5%	29.1%	30.4%	35.4%	26.6%	33.3%	32.7%
Neutral	39.7%	60.0%	46.2%	34.2%	44.4%	41.2%	39.0%	45.4%	39.1%	36.5%	51.0%	41.7%	40.9%
Dissatisfied	11.1%	6.7%	7.7%	11.9%	10.1%	11.8%	10.2%	11.5%	17.4%	11.4%	9.2%	12.5%	10.8%
Very dissatisfied	2.7%	1.7%	7.7%	3.3%	2.3%	5.9%	2.8%	2.2%	8.7%	2.9%	2.3%	4.2%	2.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11-6. Quality of adult athletic programs offered by City</u>													
Very satisfied	10.9%	6.7%	7.1%	11.1%	10.7%	6.1%	10.7%	10.8%	7.4%	10.8%	10.1%	12.5%	10.6%
Satisfied	33.8%	25.0%	42.9%	37.0%	31.5%	36.4%	34.6%	31.1%	33.3%	35.3%	29.2%	33.3%	33.5%
Neutral	41.1%	63.3%	28.6%	35.3%	45.9%	39.4%	40.3%	46.8%	37.0%	39.0%	50.6%	29.2%	42.2%
Dissatisfied	11.3%	3.3%	14.3%	13.7%	9.3%	15.2%	11.6%	9.2%	14.8%	11.9%	8.1%	16.7%	10.9%
Very dissatisfied	2.8%	1.7%	7.1%	2.9%	2.7%	3.0%	2.9%	2.2%	7.4%	2.9%	1.9%	8.3%	2.8%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q11-7. Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)</u>													
Very satisfied	12.4%	8.6%	14.3%	11.7%	12.5%	10.9%	12.1%	13.1%	5.4%	12.7%	11.4%	9.5%	12.2%
Satisfied	45.5%	28.6%	33.3%	45.9%	43.9%	45.5%	46.9%	40.1%	37.8%	46.3%	40.3%	47.6%	44.5%
Neutral	32.3%	57.1%	47.6%	29.6%	35.5%	30.9%	31.0%	38.9%	37.8%	30.8%	40.1%	31.0%	33.7%
Dissatisfied	7.4%	4.3%	0.0%	9.3%	6.2%	9.1%	7.4%	6.4%	10.8%	7.5%	6.5%	7.1%	7.2%
Very dissatisfied	2.4%	1.4%	4.8%	3.5%	1.9%	3.6%	2.7%	1.5%	8.1%	2.7%	1.7%	4.8%	2.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11-8. Safety of equipment or playscapes in City of Austin parks</u>													
Very satisfied	15.1%	6.3%	15.8%	14.9%	14.6%	16.7%	15.1%	14.2%	12.5%	15.9%	11.9%	16.2%	14.7%
Satisfied	49.0%	23.8%	31.6%	49.0%	47.7%	35.4%	50.2%	42.5%	40.6%	49.7%	44.0%	35.1%	47.6%
Neutral	28.2%	61.9%	36.8%	26.7%	30.8%	37.5%	26.3%	38.0%	28.1%	26.9%	35.5%	43.2%	29.8%
Dissatisfied	6.3%	3.2%	5.3%	7.0%	5.6%	8.3%	6.8%	4.0%	12.5%	5.7%	7.4%	2.7%	6.1%
Very dissatisfied	1.4%	4.8%	10.5%	2.4%	1.4%	2.1%	1.7%	1.4%	6.3%	1.9%	1.2%	2.7%	1.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11-9. Overall satisfaction with City of Austin swimming pools</u>													
Very satisfied	13.4%	4.8%	5.0%	13.3%	12.7%	15.7%	14.1%	9.4%	10.3%	14.8%	9.1%	7.7%	13.0%
Satisfied	41.4%	31.7%	30.0%	41.9%	40.1%	47.1%	43.8%	30.8%	44.8%	42.2%	37.5%	43.6%	40.8%
Neutral	26.1%	47.6%	45.0%	23.5%	29.0%	23.5%	22.8%	42.5%	20.7%	23.5%	35.7%	33.3%	27.2%
Dissatisfied	13.3%	11.1%	15.0%	15.4%	12.5%	9.8%	13.8%	10.8%	17.2%	13.6%	12.4%	12.8%	13.2%
Very dissatisfied	5.8%	4.8%	5.0%	5.9%	5.8%	3.9%	5.5%	6.4%	6.9%	6.0%	5.3%	2.6%	5.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q11-10. Satisfaction with City of Austin aquatic programs or classes</u>													
Very satisfied	9.9%	1.9%	0.0%	11.5%	8.3%	6.3%	10.2%	7.2%	4.5%	10.7%	6.4%	3.6%	9.3%
Satisfied	35.3%	31.5%	31.3%	37.4%	33.7%	37.5%	37.7%	28.1%	31.8%	37.6%	28.5%	39.3%	35.0%
Neutral	42.6%	57.4%	50.0%	35.9%	47.3%	46.9%	38.7%	55.8%	50.0%	38.5%	55.3%	46.4%	43.5%
Dissatisfied	9.0%	5.6%	12.5%	11.2%	7.7%	6.3%	10.0%	6.1%	4.5%	9.6%	7.1%	7.1%	8.8%
Very dissatisfied	3.3%	3.7%	6.3%	4.0%	3.0%	3.1%	3.4%	2.9%	9.1%	3.6%	2.7%	3.6%	3.4%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215

	<u>Q18-1. Have you visited a City of Austin park?</u>			<u>Q18-3. Have you participated in a City of Austin recreation program...</u>			<u>Q18-8. Have you visited a City of Austin pool?</u>			<u>Q18-10. Have you visited a City of Austin recreation center?</u>			<u>Total</u>
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
	<u>Q11-11. Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)</u>												
Very satisfied	16.1%	9.7%	20.0%	17.3%	15.2%	17.5%	15.8%	16.6%	9.8%	17.6%	11.9%	11.6%	15.9%
Satisfied	48.7%	30.6%	36.0%	47.8%	47.5%	54.0%	50.4%	42.6%	43.9%	49.1%	45.0%	44.2%	47.8%
Neutral	26.6%	54.2%	40.0%	25.1%	29.2%	27.0%	25.4%	32.8%	36.6%	24.8%	35.3%	34.9%	28.0%
Dissatisfied	6.4%	2.8%	0.0%	7.6%	6.0%	0.0%	6.7%	5.6%	0.0%	6.4%	6.0%	2.3%	6.2%
Very dissatisfied	2.1%	2.8%	4.0%	2.3%	2.2%	1.6%	1.8%	2.4%	9.8%	2.1%	1.8%	7.0%	2.2%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2215

	Q18-1. Have you visited a City of Austin park?			Q18-3. Have you participated in a City of Austin recreation program...			Q18-8. Have you visited a City of Austin pool?			Q18-10. Have you visited a City of Austin recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q12. Sum of top 3 choices</u>													
Number of City of Austin parks	38.8%	10.0%	11.1%	37.7%	36.7%	23.0%	38.2%	34.6%	20.0%	39.4%	32.6%	18.8%	36.4%
Number of City of Austin walking/biking trails	29.7%	11.4%	15.6%	26.0%	29.0%	26.4%	29.7%	26.2%	21.7%	28.7%	27.5%	26.1%	28.2%
Appearance of City of Austin park grounds located in Austin	31.8%	14.3%	20.0%	27.5%	31.8%	23.0%	30.6%	30.6%	26.7%	30.1%	32.5%	15.9%	30.5%
Overall quality of City of Austin parks & recreation programs or classes offered by City	18.2%	17.9%	15.6%	21.7%	17.3%	12.6%	18.3%	17.7%	18.3%	18.4%	18.2%	11.6%	18.1%
Quality of youth athletic programs offered by City	15.5%	10.7%	11.1%	19.3%	14.1%	8.0%	15.9%	13.9%	13.3%	16.5%	13.0%	10.1%	15.1%
Quality of adult athletic programs offered by City	4.4%	7.9%	2.2%	5.7%	4.2%	5.7%	4.7%	4.3%	6.7%	4.3%	5.1%	4.3%	4.6%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices) (cont.)

N=2215

	Q18-1. Have you visited a City of Austin park?			Q18-3. Have you participated in a City of Austin recreation program...			Q18-8. Have you visited a City of Austin pool?			Q18-10. Have you visited a City of Austin recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q12. Sum of top 3 choices (cont.)</u>													
Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	10.0%	7.9%	4.4%	10.5%	9.8%	4.6%	9.3%	10.9%	5.0%	10.1%	9.6%	7.2%	9.8%
Safety of equipment or playscapes in City of Austin parks	19.2%	17.1%	13.3%	18.0%	19.6%	13.8%	18.8%	19.8%	11.7%	20.0%	17.8%	11.6%	19.0%
Overall satisfaction with City of Austin swimming pools	20.6%	12.1%	6.7%	22.1%	18.9%	21.8%	26.7%	9.2%	8.3%	21.3%	17.9%	10.1%	19.8%
Satisfaction with City of Austin aquatic programs or classes	2.4%	2.9%	6.7%	3.9%	1.9%	5.7%	3.0%	1.5%	6.7%	2.8%	1.7%	5.8%	2.5%
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	29.6%	25.0%	22.2%	31.4%	28.8%	21.8%	27.6%	32.2%	23.3%	31.3%	26.4%	17.4%	29.2%
Cleanliness of library facilities	4.9%	10.0%	2.2%	4.5%	5.6%	1.1%	4.4%	6.9%	0.0%	4.9%	5.8%	4.3%	5.2%
Library programs	13.6%	15.0%	2.2%	15.0%	13.2%	8.0%	13.9%	13.5%	1.7%	15.6%	10.5%	4.3%	13.5%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices) (cont.)

N=2215

	Q18-1. Have you visited a City of Austin park?			Q18-3. Have you participated in a City of Austin recreation program...			Q18-8. Have you visited a City of Austin pool?			Q18-10. Have you visited a City of Austin recreation center?			Total
	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know	
<u>Q12. Sum of top 3 choices (cont.)</u>													
Materials at libraries	16.9%	17.1%	8.9%	15.6%	17.4%	11.5%	15.6%	19.6%	3.3%	17.7%	15.3%	13.0%	16.7%
Library hours	7.2%	10.0%	2.2%	8.4%	7.2%	2.3%	7.6%	7.3%	1.7%	8.1%	6.2%	4.3%	7.3%
None chosen	10.5%	34.3%	51.1%	9.2%	12.8%	35.6%	10.2%	15.0%	43.3%	8.8%	17.5%	43.5%	12.9%

Question 18-13 cross-tabbed with Questions 2-2, 11-12 through 11-15, 12, and 15-3

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215	Q18-13. Have you visited a City of Austin library facility?			Total
	Yes	No	Don't know	
	<u>Q2-2. Overall quality of City libraries</u>			
Very satisfied	27.5%	16.3%	35.0%	25.7%
Satisfied	48.6%	35.3%	40.0%	46.1%
Neutral	17.7%	41.7%	20.0%	21.9%
Dissatisfied	4.8%	4.5%	2.5%	4.7%
Very dissatisfied	1.5%	2.2%	2.5%	1.6%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215	Q18-13. Have you visited a City of Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11-12. Cleanliness of library facilities</u>				
Very satisfied	26.2%	11.6%	16.7%	23.8%
Satisfied	52.1%	41.4%	60.0%	50.6%
Neutral	16.3%	42.6%	16.7%	20.2%
Dissatisfied	3.5%	2.4%	3.3%	3.4%
Very dissatisfied	1.9%	2.0%	3.3%	2.0%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215	Q18-13. Have you visited a City of Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11-13. Library programs</u>				
Very satisfied	24.3%	10.6%	20.7%	22.2%
Satisfied	46.9%	32.9%	58.6%	45.1%
Neutral	22.5%	51.2%	17.2%	26.5%
Dissatisfied	5.2%	3.4%	0.0%	4.8%
Very dissatisfied	1.2%	1.9%	3.4%	1.3%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215	Q18-13. Have you visited a City of Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11-14. Materials at libraries</u>				
Very satisfied	23.6%	9.6%	13.3%	21.5%
Satisfied	47.2%	36.8%	66.7%	46.1%
Neutral	21.0%	50.4%	16.7%	25.1%
Dissatisfied	6.5%	1.3%	0.0%	5.7%
Very dissatisfied	1.6%	1.8%	3.3%	1.7%

Q11. Recreation and Cultural Services (Without "Don't Know")

N=2215	Q18-13. Have you visited a City of Austin library facility?			Total
	Yes	No	Don't know	
<u>Q11-15. Library hours</u>				
Very satisfied	18.8%	10.2%	20.0%	17.6%
Satisfied	48.0%	37.0%	56.7%	46.6%
Neutral	21.1%	48.5%	20.0%	25.0%
Dissatisfied	9.4%	3.0%	0.0%	8.3%
Very dissatisfied	2.7%	1.3%	3.3%	2.5%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2215	Q18-13. Have you visited a City of Austin library facility?			Total
	Yes	No	Don't know	
<u>Q12. Sum of top 3 choices</u>				
Number of City of Austin parks	36.9%	37.4%	12.9%	36.4%
Number of City of Austin walking/biking trails	26.4%	32.6%	27.4%	28.2%
Appearance of City of Austin park grounds located in Austin	28.5%	35.7%	25.8%	30.5%
Overall quality of City of Austin parks & recreation programs or classes offered by City	17.8%	18.9%	17.7%	18.1%
Quality of youth athletic programs offered by City	15.9%	13.3%	12.9%	15.1%
Quality of adult athletic programs offered by City	4.6%	4.5%	4.8%	4.6%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices) (cont.)

N=2215	Q18-13. Have you visited a City of Austin library facility?			Total
	Yes	No	Don't know	
<u>Q12. Sum of top 3 choices (cont.)</u>				
Quality of outdoor athletic fields in City of Austin parks (soccer/baseball fields, tennis courts)	9.0%	11.6%	9.7%	9.8%
Safety of equipment or playscapes in City of Austin parks	19.7%	18.5%	6.5%	19.0%
Overall satisfaction with City of Austin swimming pools	21.4%	16.6%	12.9%	19.8%
Satisfaction with City of Austin aquatic programs or classes	2.6%	2.0%	6.5%	2.5%
Quality of City of Austin Park facilities (includes recreation, senior, nature, cultural centers & museums)	29.3%	29.4%	24.2%	29.2%
Cleanliness of library facilities	5.9%	3.9%	0.0%	5.2%
Library programs	16.8%	6.7%	1.6%	13.5%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of Top Three Choices) (cont.)

N=2215	Q18-13. Have you visited a City of Austin library facility?			Total
	Yes	No	Don't know	
<u>Q12. Sum of top 3 choices (cont.)</u>				
Materials at libraries	20.9%	7.8%	6.5%	16.7%
Library hours	9.7%	2.3%	0.0%	7.3%
None chosen	9.8%	17.4%	41.9%	12.9%

Q15. Customer Service (Without "Don't Know")

N=2215	Q18-13. Have you visited a City of Austin library facility?			Total
	Yes	No	Don't know	
<u>Q15-3. Helpfulness of library staff</u>				
Very satisfied	45.1%	22.2%	47.8%	42.1%
Satisfied	40.9%	28.1%	30.4%	39.0%
Neutral	13.1%	46.8%	17.4%	17.6%
Dissatisfied	0.7%	1.0%	0.0%	0.7%
Very dissatisfied	0.2%	2.0%	4.3%	0.5%

Question 18-15 cross-tabbed with Questions 2-4 and 16-7

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215

Q18-15. Have you had contact with City of Austin Municipal Court?			Total
Yes	No	Don't know	

Q2-4. Overall quality of municipal court services (i.e. traffic & parking ticket processing, misdemeanor court cases, fine collection)

Very satisfied	10.5%	8.4%	6.3%	9.5%
Satisfied	36.5%	35.3%	31.3%	35.9%
Neutral	32.6%	42.7%	43.8%	37.3%
Dissatisfied	13.2%	9.7%	10.4%	11.7%
Very dissatisfied	7.1%	3.9%	8.3%	5.8%

Q16. Other City Services (Without "Don't Know")

N=2215	Q18-15. Have you had contact with City of Austin Municipal Court?			Total
	Yes	No	Don't know	
<u>Q16-7. Accessibility of municipal court services</u>				
Very satisfied	6.1%	6.3%	5.4%	6.2%
Satisfied	34.9%	26.1%	37.8%	31.4%
Neutral	36.4%	52.3%	32.4%	42.8%
Dissatisfied	15.1%	9.9%	10.8%	12.8%
Very dissatisfied	7.5%	5.4%	13.5%	6.8%

Question 18-16 cross-tabbed with Questions 1-7, 13-8 through 13-11, and 14

Q1. Perceptions of the Community (Without "Don't Know")

N=2215	Q18-16. Have you had contact with City for code enforcement?			Total
	Yes	No	Don't know	
	<u>Q1-7. How well City of Austin is planning growth</u>			
Very satisfied	3.4%	2.6%	8.2%	3.1%
Satisfied	10.5%	13.4%	13.7%	12.5%
Neutral	16.8%	20.2%	19.2%	19.1%
Dissatisfied	31.3%	33.5%	27.4%	32.6%
Very dissatisfied	38.0%	30.3%	31.5%	32.8%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-16. Have you had contact with City for code enforcement?			Total
	Yes	No	Don't know	
	<u>Q13-8. Cleanliness of City streets & public areas</u>			
Very satisfied	13.0%	16.8%	16.7%	15.6%
Satisfied	47.2%	47.8%	54.2%	47.8%
Neutral	19.4%	22.9%	18.1%	21.7%
Dissatisfied	16.2%	10.1%	6.9%	11.9%
Very dissatisfied	4.1%	2.4%	4.2%	3.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-16. Have you had contact with City for code enforcement?			Total
	Yes	No	Don't know	
	<u>Q13-9. Cleanliness of your neighborhood</u>			
Very satisfied	18.6%	24.3%	23.6%	22.5%
Satisfied	47.0%	47.7%	50.0%	47.5%
Neutral	16.3%	17.3%	18.1%	17.0%
Dissatisfied	13.1%	7.9%	5.6%	9.4%
Very dissatisfied	5.0%	2.9%	2.8%	3.5%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-16. Have you had contact with City for code enforcement?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q13-10. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings

Very satisfied	6.8%	8.5%	8.5%	7.9%
Satisfied	28.4%	30.5%	33.9%	29.9%
Neutral	26.1%	30.1%	27.1%	28.7%
Dissatisfied	22.5%	22.3%	23.7%	22.4%
Very dissatisfied	16.2%	8.6%	6.8%	11.1%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-16. Have you had contact with City for code enforcement?			Total
	Yes	No	Don't know	
<u>Q13-11. Enforcement of local codes & ordinances</u>				
Very satisfied	6.0%	9.2%	9.6%	8.0%
Satisfied	29.8%	34.1%	30.8%	32.4%
Neutral	31.8%	38.2%	40.4%	35.9%
Dissatisfied	17.1%	13.3%	11.5%	14.6%
Very dissatisfied	15.3%	5.3%	7.7%	9.0%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2215	Q18-16. Have you had contact with City for code enforcement?			Total
	Yes	No	Don't know	
	<u>Q14. Sum of top 3 choices</u>			
Quality of residential garbage collection	39.5%	42.1%	23.9%	40.6%
Quality of residential yard waste collection	7.4%	6.2%	6.8%	6.6%
Quality of residential curbside recycling services	19.5%	21.9%	19.3%	21.0%
Household hazardous waste disposal service	9.9%	9.7%	9.1%	9.8%
Bulky item pick-up/removal services	10.9%	9.2%	12.5%	9.9%
Reliability of your electric service	39.4%	42.4%	21.6%	40.6%
Safety of your drinking water	53.2%	61.4%	40.9%	58.0%
Cleanliness of City streets & public areas	26.4%	27.9%	20.5%	27.1%
Cleanliness of your neighborhood	15.2%	14.2%	13.6%	14.5%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide? (Sum of Top Three Choices) (cont.)

N=2215	Q18-16. Have you had contact with City for code enforcement?			Total
	Yes	No	Don't know	
<u>Q14. Sum of top 3 choices (cont.)</u>				
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	24.6%	19.4%	12.5%	20.8%
Enforcement of local codes & ordinances	22.8%	13.2%	12.5%	16.2%
None chosen	9.5%	9.5%	36.4%	10.6%

Question 18-17 cross-tabbed with Question 2-5

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215	Q18-17. Have you visited Austin-Bergstrom International Airport?			Total
	Yes	No	Don't know	
	<u>Q2-5. Overall quality of Austin-Bergstrom International Airport</u>			
Very satisfied	29.8%	23.4%	32.4%	29.4%
Satisfied	52.3%	44.5%	43.2%	51.6%
Neutral	13.4%	27.0%	10.8%	14.2%
Dissatisfied	3.6%	2.9%	10.8%	3.7%
Very dissatisfied	1.0%	2.2%	2.7%	1.1%

Question 18-18 cross-tabbed with Questions 1-8, 9-1, 15-1, 15-2, 15-4, and 15-5

Q1. Perceptions of the Community (Without "Don't Know")

N=2215	Q18-18. Have you called 3-1-1?			Total
	Yes	No	Don't know	
<u>Q1-8. Overall quality of services provided by City of Austin</u>				
Very satisfied	8.4%	10.8%	10.6%	9.2%
Satisfied	41.6%	41.5%	27.7%	41.3%
Neutral	28.8%	32.0%	40.4%	30.0%
Dissatisfied	14.7%	11.5%	10.6%	13.6%
Very dissatisfied	6.5%	4.2%	10.6%	5.9%

Q9. Environmental Services (Without (Don't Know))

N=2215	Q18-18. Have you called 3-1-1?			Total
	Yes	No	Don't know	
<u>Q9-1. Water & wastewater utility response time to emergencies</u>				
Very satisfied	10.9%	8.4%	12.5%	10.3%
Satisfied	40.8%	43.2%	28.1%	41.1%
Neutral	37.6%	39.3%	40.6%	38.1%
Dissatisfied	7.2%	7.5%	12.5%	7.4%
Very dissatisfied	3.5%	1.5%	6.3%	3.1%

Q15. Customer Service (Without "Don't Know")

N=2215	Q18-18. Have you called 3-1-1?			Total
	Yes	No	Don't know	
<u>Q15-1. Austin Energy customer service</u>				
Very satisfied	19.5%	18.0%	18.9%	19.1%
Satisfied	48.3%	46.9%	32.4%	47.6%
Neutral	20.1%	25.6%	21.6%	21.7%
Dissatisfied	7.4%	7.2%	13.5%	7.5%
Very dissatisfied	4.7%	2.3%	13.5%	4.2%

Q15. Customer Service (Without "Don't Know")

N=2215	Q18-18. Have you called 3-1-1?			Total
	Yes	No	Don't know	
<u>Q15-2. Water & wastewater utility customer service</u>				
Very satisfied	16.9%	15.0%	13.9%	16.3%
Satisfied	47.1%	44.4%	38.9%	46.2%
Neutral	24.2%	29.9%	25.0%	25.8%
Dissatisfied	7.8%	8.3%	11.1%	8.0%
Very dissatisfied	4.0%	2.4%	11.1%	3.7%

Q15. Customer Service (Without "Don't Know")

N=2215	Q18-18. Have you called 3-1-1?			Total
	Yes	No	Don't know	

Q15-4. Overall quality of customer service provided by City of Austin

Very satisfied	17.9%	15.8%	13.5%	17.3%
Satisfied	44.8%	42.6%	27.0%	43.8%
Neutral	27.9%	32.7%	45.9%	29.5%
Dissatisfied	6.4%	7.4%	5.4%	6.6%
Very dissatisfied	3.0%	1.6%	8.1%	2.7%

Q15. Customer Service (Without "Don't Know")

N=2215	Q18-18. Have you called 3-1-1?			<u>Total</u>
	<hr/>			
	Yes	No	Don't know	

Q15-5. Services provided by City's 3-1-1 assistance telephone number

Very satisfied	32.8%	11.5%	17.9%	29.2%
Satisfied	44.4%	38.5%	39.3%	43.3%
Neutral	15.1%	45.9%	32.1%	20.3%
Dissatisfied	5.4%	2.6%	3.6%	4.9%
Very dissatisfied	2.3%	1.5%	7.1%	2.2%

Question 18-19 cross-tabbed with Questions 2-3, 7-2, 7-5, 7-7, and 8

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215	<u>Q18-19. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)</u>				
Very satisfied	24.5%	22.3%	26.9%	23.5%
Satisfied	50.3%	50.6%	40.4%	50.2%
Neutral	14.8%	19.8%	17.3%	17.3%
Dissatisfied	8.1%	5.8%	11.5%	7.1%
Very dissatisfied	2.3%	1.5%	3.8%	1.9%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2215	<u>Q18-19. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q7-2. Speed of police response (how quickly police respond to emergencies)

Very satisfied	19.4%	16.5%	22.5%	18.3%
Satisfied	43.8%	46.4%	42.5%	44.9%
Neutral	22.2%	28.3%	17.5%	24.6%
Dissatisfied	9.8%	6.5%	5.0%	8.3%
Very dissatisfied	4.8%	2.4%	12.5%	4.0%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2215	<u>Q18-19. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7-5. Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)</u>				
Very satisfied	42.0%	32.1%	32.4%	37.5%
Satisfied	43.7%	45.3%	44.1%	44.4%
Neutral	13.5%	21.3%	20.6%	17.0%
Dissatisfied	0.7%	0.5%	0.0%	0.6%
Very dissatisfied	0.1%	0.8%	2.9%	0.5%

Q7. Public Safety Services: Fire and Emergency Medical Services (EMS) (Without "Don't Know")

N=2215	<u>Q18-19. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q7-7. Timeliness of EMS response to emergency location</u>				
Very satisfied	40.1%	29.7%	38.2%	35.6%
Satisfied	45.5%	48.4%	44.1%	46.7%
Neutral	12.5%	20.0%	11.8%	15.7%
Dissatisfied	1.6%	0.9%	2.9%	1.4%
Very dissatisfied	0.4%	0.9%	2.9%	0.7%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2215	<u>Q18-19. Have you called 9-1-1?</u>			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	
<u>Q8. Sum of top 2 choices</u>				
Overall quality of police services	50.0%	50.2%	40.6%	49.8%
Speed of police response (how quickly police respond to emergencies)	36.1%	32.1%	21.9%	33.7%
Enforcement of local traffic laws	9.8%	9.6%	10.9%	9.8%
Overall quality of fire services	25.0%	26.9%	14.1%	25.6%
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	23.6%	25.4%	20.3%	24.4%
Medical assistance provided by EMS (overall quality of ambulance services)	15.4%	13.7%	14.1%	14.5%
Timeliness of EMS response to emergency location	20.5%	21.8%	20.3%	21.1%
None chosen	8.7%	9.4%	28.1%	9.6%

Question 18-20 cross-tabbed with Questions 2-3, 4, 7-1 through 7-3, and 8

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215

Q18-20. Have you had contact with Austin Police Department?			Total
Yes	No	Don't know	

Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)

Very satisfied	23.8%	23.0%	23.8%	23.5%
Satisfied	50.3%	50.4%	42.9%	50.2%
Neutral	15.8%	20.1%	19.0%	17.3%
Dissatisfied	7.7%	5.6%	9.5%	7.1%
Very dissatisfied	2.4%	0.9%	4.8%	1.9%

Q4. Feeling of Safety (Without "Don't Know")

N=2215	Q18-20. Have you had contact with Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4-1. I feel safe in my neighborhood during the day</u>				
Strongly agree	45.7%	49.4%	49.0%	47.1%
Agree	43.3%	43.3%	37.3%	43.1%
Neutral	6.9%	5.6%	3.9%	6.4%
Disagree	3.2%	1.3%	2.0%	2.5%
Strongly disagree	0.9%	0.4%	7.8%	0.9%

Q4. Feeling of Safety (Without "Don't Know")

N=2215	Q18-20. Have you had contact with Austin Police Department?			<u>Total</u>
	Yes	No	Don't know	
	<u>Q4-2. I feel safe in my neighborhood at night</u>			
Strongly agree	25.5%	29.4%	32.0%	27.0%
Agree	44.1%	48.1%	44.0%	45.5%
Neutral	14.1%	12.8%	12.0%	13.6%
Disagree	12.1%	7.6%	2.0%	10.3%
Strongly disagree	4.2%	2.1%	10.0%	3.6%

Q4. Feeling of Safety (Without "Don't Know")

N=2215	Q18-20. Have you had contact with Austin Police Department?			<u>Total</u>
	Yes	No	Don't know	
	<u>Q4-3. I feel safe in City parks</u>			
Strongly agree	18.6%	21.4%	15.2%	19.5%
Agree	46.8%	45.8%	56.5%	46.7%
Neutral	23.1%	25.6%	19.6%	23.8%
Disagree	9.1%	6.2%	2.2%	7.9%
Strongly disagree	2.4%	1.0%	6.5%	2.0%

Q4. Feeling of Safety (Without "Don't Know")

N=2215	Q18-20. Have you had contact with Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4-4. I feel safe walking alone downtown during the day</u>				
Strongly agree	33.0%	32.8%	19.1%	32.7%
Agree	44.1%	45.2%	57.4%	44.8%
Neutral	13.3%	13.0%	10.6%	13.1%
Disagree	6.9%	7.2%	0.0%	6.8%
Strongly disagree	2.7%	1.8%	12.8%	2.6%

Q4. Feeling of Safety (Without "Don't Know")

N=2215	Q18-20. Have you had contact with Austin Police Department?			Total
	Yes	No	Don't know	
<u>Q4-5. I feel safe walking alone downtown at night</u>				
Strongly agree	7.1%	5.5%	4.5%	6.5%
Agree	21.2%	24.4%	36.4%	22.6%
Neutral	25.3%	26.7%	20.5%	25.7%
Disagree	28.2%	28.2%	20.5%	28.0%
Strongly disagree	18.2%	15.2%	18.2%	17.2%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2215	Q18-20. Have you had contact with Austin Police Department?			Total
	Yes	No	Don't know	
	<u>Q7-1. Overall quality of police services</u>			
Very satisfied	19.1%	15.5%	20.9%	18.0%
Satisfied	51.1%	52.3%	46.5%	51.4%
Neutral	18.2%	25.0%	18.6%	20.4%
Dissatisfied	8.4%	5.9%	9.3%	7.6%
Very dissatisfied	3.2%	1.2%	4.7%	2.6%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2215	Q18-20. Have you had contact with Austin Police Department?			<u>Total</u>
			Don't know	
	<u>Yes</u>	<u>No</u>		<u>_____</u>

Q7-2. Speed of police response (how quickly police respond to emergencies)

Very satisfied	19.4%	15.5%	16.2%	18.3%
Satisfied	45.3%	43.6%	45.9%	44.9%
Neutral	21.2%	33.7%	21.6%	24.6%
Dissatisfied	9.6%	5.2%	5.4%	8.3%
Very dissatisfied	4.5%	2.0%	10.8%	4.0%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2215	Q18-20. Have you had contact with Austin Police Department?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q7-3. Enforcement of local traffic laws

Very satisfied	11.1%	9.9%	13.6%	10.7%
Satisfied	39.5%	38.0%	38.6%	39.0%
Neutral	26.5%	33.6%	27.3%	28.8%
Dissatisfied	14.9%	13.3%	11.4%	14.3%
Very dissatisfied	8.0%	5.2%	9.1%	7.1%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2215	Q18-20. Have you had contact with Austin Police Department?			Total
	Yes	No	Don't know	
	<u>Q8. Sum of top 2 choices</u>			
Overall quality of police services	52.4%	45.8%	40.7%	49.8%
Speed of police response (how quickly police respond to emergencies)	35.0%	32.6%	18.5%	33.7%
Enforcement of local traffic laws	10.4%	8.6%	11.1%	9.8%
Overall quality of fire services	25.9%	25.4%	20.4%	25.6%
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	23.1%	27.5%	14.8%	24.4%
Medical assistance provided by EMS (overall quality of ambulance services)	14.2%	15.2%	13.0%	14.5%
Timeliness of EMS response to emergency location	21.5%	21.0%	13.0%	21.1%
None chosen	7.9%	11.0%	33.3%	9.6%

Question 18-21 cross-tabbed with Questions 2-3, 7-4 through 7-6, and 8

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215	Q18-21. Have you had contact with Austin Fire Department?			Total
	Yes	No	Don't know	
	<u>Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)</u>			
Very satisfied	27.2%	20.9%	32.0%	23.5%
Satisfied	51.5%	50.0%	36.0%	50.2%
Neutral	12.6%	20.1%	18.0%	17.3%
Dissatisfied	6.6%	7.2%	10.0%	7.1%
Very dissatisfied	2.1%	1.8%	4.0%	1.9%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2215	Q18-21. Have you had contact with Austin Fire Department?			<u>Total</u>
	Yes	No	Don't know	

Q7-4. Overall quality of fire services

Very satisfied	43.9%	29.6%	37.5%	35.9%
Satisfied	46.6%	50.1%	45.0%	48.4%
Neutral	8.7%	19.7%	12.5%	14.8%
Dissatisfied	0.6%	0.4%	0.0%	0.5%
Very dissatisfied	0.3%	0.2%	5.0%	0.4%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2215	Q18-21. Have you had contact with Austin Fire Department?			Total
	Yes	No	Don't know	

Q7-5. Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)

Very satisfied	45.8%	30.5%	38.9%	37.5%
Satisfied	44.0%	44.8%	44.4%	44.4%
Neutral	8.9%	24.0%	13.9%	17.0%
Dissatisfied	0.9%	0.4%	0.0%	0.6%
Very dissatisfied	0.5%	0.4%	2.8%	0.5%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2215	Q18-21. Have you had contact with Austin Fire Department?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>_____</u>

Q7-6. Medical assistance provided by EMS (overall quality of ambulance services)

Very satisfied	44.0%	30.7%	41.0%	36.6%
Satisfied	44.0%	47.3%	41.0%	45.8%
Neutral	9.6%	20.8%	12.8%	15.8%
Dissatisfied	1.4%	0.5%	2.6%	0.9%
Very dissatisfied	0.9%	0.7%	2.6%	0.9%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2215	Q18-21. Have you had contact with Austin Fire Department?			Total
	Yes	No	Don't know	
	<u>Q8. Sum of top 2 choices</u>			
Overall quality of police services	50.6%	49.9%	37.1%	49.8%
Speed of police response (how quickly police respond to emergencies)	34.3%	34.0%	21.0%	33.7%
Enforcement of local traffic laws	9.9%	9.7%	9.7%	9.8%
Overall quality of fire services	26.4%	25.6%	14.5%	25.6%
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	26.4%	23.4%	22.6%	24.4%
Medical assistance provided by EMS (overall quality of ambulance services)	14.2%	14.9%	9.7%	14.5%
Timeliness of EMS response to emergency location	21.6%	21.1%	16.1%	21.1%
None chosen	7.4%	9.8%	33.9%	9.6%

Question 18-22 cross-tabbed with Questions 2-3, 7-6, 7-7, and 8

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215	Q18-22. Have you had contact with Emergency Medical Services Department?			Total
	Yes	No	Don't know	

Q2-3. Overall quality of public safety services (i.e. police, fire & ambulance)

Very satisfied	27.1%	21.0%	33.3%	23.5%
Satisfied	48.8%	51.8%	33.3%	50.2%
Neutral	14.6%	18.6%	21.7%	17.3%
Dissatisfied	7.5%	6.8%	8.3%	7.1%
Very dissatisfied	2.0%	1.8%	3.3%	1.9%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2215	Q18-22. Have you had contact with Emergency Medical Services Department?			Total
	Yes	No	Don't know	

Q7-6. Medical assistance provided by EMS (overall quality of ambulance services)

Very satisfied	43.6%	29.7%	51.3%	36.6%
Satisfied	43.6%	48.6%	28.2%	45.8%
Neutral	9.7%	21.2%	17.9%	15.8%
Dissatisfied	1.9%	0.1%	0.0%	0.9%
Very dissatisfied	1.3%	0.4%	2.6%	0.9%

Q7. Public Safety Services: Police Services (Without "Don't Know")

N=2215	Q18-22. Have you had contact with Emergency Medical Services Department?			Total
	Yes	No	Don't know	
<u>Q7-7. Timeliness of EMS response to emergency location</u>				
Very satisfied	42.0%	29.3%	45.9%	35.6%
Satisfied	45.5%	48.4%	35.1%	46.7%
Neutral	9.6%	21.3%	13.5%	15.7%
Dissatisfied	2.2%	0.5%	2.7%	1.4%
Very dissatisfied	0.7%	0.5%	2.7%	0.7%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide? (Sum of Top Two Choices)

N=2215	Q18-22. Have you had contact with Emergency Medical Services Department?			Total
	Yes	No	Don't know	
<u>Q8. Sum of top 2 choices</u>				
Overall quality of police services	48.9%	50.8%	39.7%	49.8%
Speed of police response (how quickly police respond to emergencies)	32.5%	34.9%	23.3%	33.7%
Enforcement of local traffic laws	11.5%	8.7%	12.3%	9.8%
Overall quality of fire services	24.6%	26.5%	19.2%	25.6%
Timeliness of fire department response to emergency location (how quickly firefighters respond to emergencies)	22.3%	25.9%	19.2%	24.4%
Medical assistance provided by EMS (overall quality of ambulance services)	17.8%	12.9%	11.0%	14.5%
Timeliness of EMS response to emergency location	22.7%	20.4%	19.2%	21.1%
None chosen	9.0%	9.0%	27.4%	9.6%

Question 18-27 cross-tabbed with Questions 1-5, 2-8, 5-5, 9-3, 13-6, and 15-1

Q1. Perceptions of the Community (Without "Don't Know")

N=2215	Q18-27. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q1-5. Overall value that you receive for your City tax & fees</u>				
Very satisfied	7.0%	6.1%	3.4%	6.8%
Satisfied	27.5%	25.9%	23.7%	27.3%
Neutral	29.2%	28.8%	32.2%	29.3%
Dissatisfied	22.7%	24.5%	28.8%	23.1%
Very dissatisfied	13.5%	14.6%	11.9%	13.6%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215	Q18-27. Does Austin Energy provide your electric service?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q2-8. Overall quality of electric utility services provided by Austin Energy

Very satisfied	20.0%	17.5%	20.7%	19.9%
Satisfied	45.1%	36.5%	51.7%	44.7%
Neutral	18.3%	32.5%	13.8%	19.0%
Dissatisfied	10.4%	7.9%	10.3%	10.3%
Very dissatisfied	6.2%	5.6%	3.4%	6.1%

Q5. Maintenance and Appearance of the City (Without "Don't Know")

N=2215	Q18-27. Does Austin Energy provide your electric service?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q5-5. Adequacy of street lighting in your community

Very satisfied	9.9%	10.6%	14.3%	10.1%
Satisfied	42.0%	37.8%	42.9%	41.6%
Neutral	22.2%	24.0%	20.6%	22.3%
Dissatisfied	19.6%	18.4%	11.1%	19.2%
Very dissatisfied	6.4%	9.2%	11.1%	6.8%

Q9. Environmental Services (Without (Don't Know))

N=2215	Q18-27. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q9-3. Energy Conservation program</u>				
Very satisfied	12.8%	12.9%	14.9%	12.9%
Satisfied	39.7%	40.0%	31.9%	39.6%
Neutral	32.9%	35.3%	36.2%	33.2%
Dissatisfied	10.9%	6.5%	6.4%	10.4%
Very dissatisfied	3.7%	5.3%	10.6%	4.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-27. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q13-6. Reliability of your electric service</u>				
Very satisfied	35.1%	34.0%	33.3%	35.0%
Satisfied	48.4%	48.4%	51.9%	48.5%
Neutral	11.1%	15.0%	9.3%	11.3%
Dissatisfied	3.7%	2.0%	3.7%	3.6%
Very dissatisfied	1.7%	0.7%	1.9%	1.6%

Q15. Customer Service (Without "Don't Know")

N=2215	Q18-27. Does Austin Energy provide your electric service?			Total
	Yes	No	Don't know	
<u>Q15-1. Austin Energy customer service</u>				
Very satisfied	19.8%	7.8%	18.8%	19.1%
Satisfied	47.5%	50.0%	43.8%	47.6%
Neutral	20.9%	34.3%	21.9%	21.7%
Dissatisfied	7.8%	3.9%	3.1%	7.5%
Very dissatisfied	4.1%	3.9%	12.5%	4.2%

Question 18-28 cross-tabbed with Questions 13-1 through 13-5, 13-8, and 14

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215

	Q18-28. Does City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13-1. Quality of residential garbage collection</u>				
Very satisfied	35.5%	15.9%	26.4%	33.9%
Satisfied	50.2%	55.8%	52.8%	50.6%
Neutral	7.9%	20.3%	6.9%	8.6%
Dissatisfied	4.9%	5.1%	8.3%	5.1%
Very dissatisfied	1.5%	2.9%	5.6%	1.7%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-28. Does City of Austin collect garbage at your residence?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q13-2. Quality of residential yard waste collection

Very satisfied	32.3%	17.4%	19.7%	31.0%
Satisfied	47.7%	45.5%	50.8%	47.6%
Neutral	12.4%	24.8%	18.0%	13.3%
Dissatisfied	5.8%	9.1%	8.2%	6.1%
Very dissatisfied	1.9%	3.3%	3.3%	2.0%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-28. Does City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13-3. Quality of residential curbside recycling services</u>				
Very satisfied	36.8%	18.5%	21.3%	35.1%
Satisfied	45.3%	48.1%	47.5%	45.5%
Neutral	9.9%	21.5%	13.1%	10.8%
Dissatisfied	6.3%	5.9%	11.5%	6.4%
Very dissatisfied	1.7%	5.9%	6.6%	2.2%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-28. Does City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13-4. Household hazardous waste disposal service</u>				
Very satisfied	16.1%	16.2%	14.6%	16.1%
Satisfied	34.4%	30.5%	39.6%	34.3%
Neutral	27.4%	32.4%	22.9%	27.6%
Dissatisfied	16.1%	17.1%	14.6%	16.2%
Very dissatisfied	5.9%	3.8%	8.3%	5.8%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-28. Does City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13-5. Bulky item pick-up/removal services</u>				
Very satisfied	26.1%	16.5%	16.4%	25.2%
Satisfied	44.4%	43.0%	41.8%	44.3%
Neutral	17.3%	23.1%	21.8%	17.8%
Dissatisfied	9.5%	11.6%	16.4%	9.8%
Very dissatisfied	2.6%	5.8%	3.6%	2.9%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-28. Does City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q13-8. Cleanliness of City streets & public areas</u>				
Very satisfied	16.1%	11.8%	14.0%	15.6%
Satisfied	47.9%	46.2%	48.8%	47.8%
Neutral	21.6%	22.6%	20.9%	21.7%
Dissatisfied	11.7%	13.4%	12.8%	11.9%
Very dissatisfied	2.7%	5.9%	3.5%	3.0%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide? (Sum of Top Three Choices)

N=2215	Q18-28. Does City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
	<u>Q14. Sum of top 3 choices</u>			
Quality of residential garbage collection	42.7%	26.8%	26.5%	40.6%
Quality of residential yard waste collection	6.9%	4.1%	4.9%	6.6%
Quality of residential curbside recycling services	21.8%	16.0%	16.7%	21.0%
Household hazardous waste disposal service	10.0%	9.3%	6.9%	9.8%
Bulky item pick-up/removal services	10.6%	4.6%	6.9%	9.9%
Reliability of your electric service	40.9%	46.9%	24.5%	40.6%
Safety of your drinking water	58.3%	58.8%	51.0%	58.0%
Cleanliness of City streets & public areas	26.5%	32.5%	27.5%	27.1%
Cleanliness of your neighborhood	14.6%	14.4%	12.7%	14.5%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?(Sum of Top Three Choices) (cont.)

N=2215	Q18-28. Does City of Austin collect garbage at your residence?			Total
	Yes	No	Don't know	
<u>Q14. Sum of top 3 choices (cont.)</u>				
Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	20.9%	22.7%	14.7%	20.8%
Enforcement of local codes & ordinances	16.1%	19.1%	12.7%	16.2%
None chosen	9.2%	12.9%	31.4%	10.6%

Question 18-29 cross-tabbed with Questions 2-6, 2-7, 9-1, 9-2, 9-4, 13-7, and 15-2

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215	Q18-29. Does City of Austin provide your home with water & wastewater services?			Total
	Yes	No	Don't know	
<u>Q2-6. Overall quality of drinking water provided by Austin Water</u>				
Very satisfied	28.4%	13.5%	25.0%	28.0%
Satisfied	47.0%	43.2%	46.3%	46.9%
Neutral	14.7%	24.3%	17.5%	15.0%
Dissatisfied	7.5%	10.8%	6.3%	7.5%
Very dissatisfied	2.4%	8.1%	5.0%	2.6%

Q2. Overall Satisfaction with Major City Services (Without "Don't Know")

N=2215	Q18-29. Does City of Austin provide your home with water & wastewater services?			<u>Total</u>
	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	

Q2-7. Overall quality of wastewater services provided by Austin Water

Very satisfied	20.6%	17.6%	20.0%	20.5%
Satisfied	45.9%	35.3%	48.0%	45.8%
Neutral	23.0%	41.2%	20.0%	23.2%
Dissatisfied	7.2%	2.9%	5.3%	7.0%
Very dissatisfied	3.4%	2.9%	6.7%	3.5%

Q9. Environmental Services (Without "Don't Know")

N=2215	Q18-29. Does City of Austin provide your home with water & wastewater services?			Total
	Yes	No	Don't know	
<u>Q9-1. Water & wastewater utility response time to emergencies</u>				
Very satisfied	10.2%	8.0%	17.1%	10.3%
Satisfied	41.7%	28.0%	28.6%	41.1%
Neutral	37.9%	44.0%	42.9%	38.1%
Dissatisfied	7.2%	12.0%	11.4%	7.4%
Very dissatisfied	3.1%	8.0%	0.0%	3.1%

Q9. Environmental Services (Without "Don't Know")

N=2215	Q18-29. Does City of Austin provide your home with water & wastewater services?			Total
	Yes	No	Don't know	
<u>Q9-2. Water Conservation programs within Austin</u>				
Very satisfied	12.6%	8.8%	14.5%	12.6%
Satisfied	41.5%	32.4%	37.1%	41.2%
Neutral	30.2%	41.2%	35.5%	30.6%
Dissatisfied	11.5%	5.9%	6.5%	11.3%
Very dissatisfied	4.2%	11.8%	6.5%	4.4%

Q9. Environmental Services (Without "Don't Know")

N=2215	Q18-29. Does City of Austin provide your home with water & wastewater services?			Total
	Yes	No	Don't know	
<u>Q9-4. Water quality of lakes & streams</u>				
Very satisfied	10.1%	15.2%	16.2%	10.4%
Satisfied	44.5%	33.3%	39.7%	44.2%
Neutral	27.9%	30.3%	27.9%	27.9%
Dissatisfied	14.1%	12.1%	11.8%	14.0%
Very dissatisfied	3.4%	9.1%	4.4%	3.5%

Q13. Residential and Neighborhood Services (Without "Don't Know")

N=2215	Q18-29. Does City of Austin provide your home with water & wastewater services?			Total
	Yes	No	Don't know	
<u>Q13-7. Safety of your drinking water</u>				
Very satisfied	32.8%	8.6%	29.5%	32.3%
Satisfied	45.1%	57.1%	43.6%	45.2%
Neutral	13.9%	14.3%	15.4%	13.9%
Dissatisfied	5.8%	14.3%	7.7%	6.0%
Very dissatisfied	2.5%	5.7%	3.8%	2.6%

Q15. Customer Service (Without "Don't Know")

N=2215	Q18-29. Does City of Austin provide your home with water & wastewater services?			Total
	Yes	No	Don't know	
<u>Q15-2. Water & wastewater utility customer service</u>				
Very satisfied	16.2%	13.0%	22.0%	16.3%
Satisfied	46.5%	47.8%	31.7%	46.2%
Neutral	25.6%	21.7%	34.1%	25.8%
Dissatisfied	8.1%	4.3%	4.9%	8.0%
Very dissatisfied	3.5%	13.0%	7.3%	3.7%